Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Evolving Care Ltd

110 High Street, Prestatyn, LL19 9BH

01745421885

The inspection visits for this service took place between 16/07/2026 and 21/07/2026

Service Information:

Operated by:	Evolving Care Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Evolving Care provides a domiciliary support service operating predominantly in Denbighshire and Conwy. The office is situated in Prestatyn town centre.

People experience good well-being outcomes because they receive care and support which meets their personal and individual identified needs and wishes. People are supported to live well, receiving the support they need to meet and surpass their goals and outcomes whilst promoting, wherever possible, their independence.

Care and support people receive is good. This is because people are supported by care staff who are professionally qualified and are guided by detailed support plans which are clear about how people want to be supported. Support staff have received individualised training to support people. Personal plans are of a high quality and an accurate reflection of each individual and ensure people receive the appropriate care and support. People are very enthusiastic about the support staff who support them.

Leadership and management of the service is good. There are strong leadership arrangements in place to ensure the effective daily running of the service. The provider is dedicated to delivering a high-quality service and has processes in place to monitor this, identifying areas to improve and is committed to developing the service. They ensure that the required staff recruitment, training, and

support is undertaken robustly and enable good-quality support to be provided.

Findings:

Well-being — Good

People have choice and control over their day-to-day lives and decide how and when their care and support will be delivered. People are supported effectively to achieve their personal outcomes and goals by support staff who are dedicated and treat people with dignity and respect. Support staff take time to get to know the people they support and what is important to them. Support staff receive detailed pre-admission assessments from health care professionals and managers prior to people moving in and receiving support. These pre-admission assessments are also used to guide staff training requirements prior to people receiving support. The provider ensures people have a strong voice about the service through one-to-one reviews of their overall care and support which was confirmed by people we spoke with. People have access to information about the service which is clear and concise and includes what to do and who to speak with if they have a concern. People told us office staff communicate with them well.

People speak positively about the service they receive. One person told us that *"Staff are fantastic with my relative… My relative is very proud, and they have made it easier for them to accept care."* In addition to seeking feedback from people, senior managers complete spot checks with support staff, observing practice and giving feedback about what is going well and aiding staff to identify where they would like to develop. We were told, *"My relatives care needs changed from single to double handed this has been done…we had one company and changed to Evolving Care, life is so much better now... They have taken on board what we've asked…They go along with our wishes; they involve me in the care."*

People are protected from abuse and neglect. All support staff complete safeguarding training and there are policies in place to support this knowledge. Support staff are safely recruited, highly trained and appropriately supported. There are processes in place for reporting incidents, accidents and safeguarding concerns which are monitored by the manager to ensure all actions are followed up. High quality personal plans and risk assessments are in place to help reduce risks and keep people safe. Recruitment of support workers is robust.

Care & Support — Good

People are fully involved in directing their care and support, from sharing essential information within pre assessments, to participating in reviews, and being able to make decisions and choices on their support regularly. The provider ensures information from relevant professional when creating personal plans, and any specific guidance or treatment is documented. People's personal plans detail the reality of the person; they show a detailed history and what is important to people ensuring staff are aware of what is important to them. Support staff collaborate with relevant professionals, meaning people experience continuity of care, which also promotes people's overall wellbeing and independence. Personal plans are outstanding, they are detailed and give clear direction to care staff, sometimes in minute detail. Daily records reflect the care outlined in personal plans and people receive effective support. This was confirmed by people we spoke with. The managers of the service also review these records on a regular basis to ensure they are completed correctly, and that they align to the needs of the individual.

The provider can meet some of the needs of people who speak Welsh. The manager speaks Welsh, so can speak with people in the language of their choice when assessing them. People's language preferences are recorded before they receive support from the service, the provider can provide policies and procedures and personal plans through the medium of Welsh if this is required.

People are supported to be safe and have detailed and instructive risk assessments in place where needed. The provider makes referrals to the local authority safeguarding team as and when required. Care documentation accurately reflects the needs of people receiving support to a high standard, with details around the person's individual needs, so support staff can provide care in line with professional guidance.

People experience good care and support which ensures they meet their well-being outcomes. Support is outcome and goals focused, reviewed regularly with the person or their representative and delivered in line with people's preferences. People's outcomes are clear, and they are supported by support staff to ensure their outcomes and goals are met. Relatives spoke positively of the care and support received. One relative told us, *"They put my relative in the stairlift, in the year that they have been supporting my relative, my relative hasn't had a fall, that's because of their care. They're very professional."* They also told us that because their relatives support workers were so good, *"It's a huge relief to me to know my relative gets the best care."*

Leadership & Management — Good

People benefit from a service which is well organised and is committed to providing people with high quality care and support. There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, regular visits by the responsible individual (RI), managers and gaining feedback from people and their representatives and relevant stakeholders. Managers have a suite of audits which are completed on a regular basis, the manager and RI conduct their own quality monitoring, and findings are shared with directors of the service with a report being written. The RI is involved in the operation of the service, seeking feedback from people, and monitoring the overall provision of the service in their formal quarterly audit of the service. The RI creates a report following visits to evidence what areas they have looked at and what actions are needed. However, the services six monthly quality of care review needs some improvement which the RI has assured they will implement.

Relevant policies and procedures are in place, reviewed and updated where needed, providing further support to staff, in areas such as medication, safeguarding and managing behaviours that challenge.

People are supported by a team of support staff who have been safely recruited, well trained and professionally registered. We found all the required pre-employment checks to be in place before someone begins working for the provider. This includes disclosure and barring service checks (DBS) and obtaining appropriate references. Support staff receive an in-depth induction and complete a comprehensive training programme. This means they are equipped with the knowledge to be able to support people confidently and safely. All staff are supported to register with Social Care Wales, the workforce regulator. Support staff receive regular one to one supervision and appraisals with their line manager. Staff told us they are well supported and receive comprehensive training, which is confirmed by records seen at inspection.

Support staff are employed in appropriate numbers; this was confirmed by records we saw, staffing numbers on the day of inspection, and what people told us. We saw and were told support workers never missed calls and were never late to their call. The provider has innovative systems in place to monitor support staff visits, ensuring managers are aware of any issues with the visit, if staff are to be late and to ensure support workers safety is monitored. We saw people received high quality continuity of care. We viewed records and people we spoke confirmed people are supported by small numbers of staff who visit them frequently. We were told the office is run well and managers are very approachable, accommodating, friendly, and supportive.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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