Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Thorough Care Corporation Ltd

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www.thoroughcare.co.uk

The inspection visit took place on 14/10/2026

Service Information:

Operated by:	Thorough care Corporation Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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:

Through Care Corporation Ltd is registered to provide a domiciliary support service primarily in Denbighshire, including Denbigh, Rhyl, Prestatyn, Rhuddlan and Kinmel Bay. They provide person-centred care and support to children and adults in their own home. Support is tailored to people's needs, outcomes and levels of independence.

Well-being is good because people's well-being, health and personal outcomes are promoted by staff who know how they like to be supported and what is important to them. The service supports people to engage meaningfully with their community and maintain positive relationships. People are also safe and protected from abuse.

Care and support is good because personal plans are detailed and person centred and people receive consistent care and support that promotes their well-being and independence. Staff and management work collaboratively with professionals to ensure people continue to meet their well-being outcomes.

Leadership and management is good because management and the Responsible Individual (RI) have thorough oversight arrangements in place which support continuous improvement. There is a staff team in place who have the skills, knowledge and qualifications to meet people's needs and the provider considers whether staff have sufficient time to provide care.

Findings:

Well-being — Good

People receive care and support which promotes their health, well-being and personal outcomes from staff who know them well and understand what matters to them. Personal plans describe people's routines, preferences, family relationships, interests and communication needs. Daily records show care staff provide support in line with people's preferences and consider emotional well-being as well as practical care needs. Staff support people to maintain comfort, dignity and independence and respond to changes in need. Feedback about the service is positive. One relative described a member of staff as *"wonderful, caring and thoughtful"* and said the support provided had a positive impact on both their family member and the wider family. A professional told us, *"My experience with Thorough Care has been positive"* and highlighted the provider's communication, consistency and involvement in supporting a complex care package.

People are safe and protected from abuse and neglect. Safeguarding arrangements are well established, and staff understand the importance of recognising and responding to concerns. Safeguarding policies reflect current Welsh procedures and are discussed at staff meetings and supervision. Records show care staff identify concerns and share information with relevant professionals when risks arise. Care staff and management work with social workers, district nurses, occupational therapists and other agencies to reduce risks and improve outcomes for people. Management follow up concerns and monitor progress after escalating issues to the relevant agencies, which means people remain safe and that action is taken when circumstances change and people are protected from harm as much as possible.

People are supported to maintain relationships and influence the care they receive. The provider actively seeks feedback from people receiving support, family members and professionals. Feedback is requested when support begins and reviewed again shortly afterwards to check support provided is meeting people's needs. Personal plans contain detailed information about people's wishes, routines, interests, beliefs and the people who are important to them. Care records recognise family relationships, religious beliefs, hobbies and interests and provide guidance to help staff maintain these aspects of people's lives. Daily records show care staff adapt support when people make different choices or decline support and offer alternatives where appropriate. Feedback is analysed and used to improve the service. One person said staff *"think of people as people"*, understand their needs and explain what they are doing before providing support. This helps people feel valued, listened to and involved in decisions about their care. Care staff know basic Welsh phrases and language preferences are recorded in personal plans. If a person wishes to receive a service in Welsh, the service will work to provide Welsh speaking staff.

Care & Support — Good

People receive care and support that reflects their individual needs, preferences and personal outcomes. Personal plans are detailed and person-centred. They include information about life history, relationships, interests, routines and what is important to each person. Care staff receive clear guidance about how to provide support and achieve agreed outcomes. Daily records show staff follow these plans and adapt support when needs change. Staff record how they provide care, how people respond and any actions taken to reduce risks. We saw staff support safe eating and drinking, monitor skin integrity and respond to continence needs. Personal plans and risk assessment include clear information about health conditions, catheter care, nutrition, hydration and swallowing difficulties. Staff work with district nurses and other professionals when specialist input is required. People receive consistent care and support that promotes their well-being and independence.

People are protected from harm and abuse through effective safeguarding arrangements. Safeguarding policies reflect current Welsh requirements and staff receive guidance about reporting and responding to concerns. Staff recognise risks and take action when concerns arise. We found examples of staff working with social workers, district nurses, occupational therapists and other agencies when people experience changes in circumstances or increased risks. Staff escalate concerns about environmental hazards, mobility difficulties, poor living conditions and self-neglect and continue to follow up concerns until action is taken. Records also show management complete risk assessments and put interim measures in place while waiting for support from other professionals. This helps people remain safe and shows staff understand their safeguarding responsibilities.

People receive support with their medicines through systems that promote safety and consistency. The service has clear arrangements for prompting, assisting and administering medication. Audits review medication practice and identify areas where recording can be improved. Medication oversight extends beyond audits and includes spot checks and competency assessments.

People benefit from effective infection prevention and control arrangements. Infection prevention is reflected in policies, risk assessments and personal plans. Care records identify infection risks and provide guidance for staff. Staff receive training and managers review infection prevention practice through spot checks, supervision and competency monitoring. Spot checks assess hand hygiene, personal protective equipment (PPE) use and wider infection prevention arrangements. These systems support safe care delivery and help minimise the risk of infection for people receiving support.

Leadership & Management — Good

There are effective governance and oversight arrangements in place which support continuous improvement. The provider has introduced a wide range of quality assurance records, including RI monitoring reports, quality reviews, consultation records, audits and action trackers. The provider can therefore monitor the quality of care and identify areas for improvement. We saw detailed audits of care records taking place which review whether records reflect dignity, communication, consent, mobility support and person-centred care. Where they identify issues, they act and follow actions through. Where areas for improvement have been identified, they are discussed in staff meetings, supervisions and spot checks, which makes sure continuous learning takes place. Leaders use information gathered through audits, consultation and monitoring to improve practice and review outcomes for people receiving support.

People are supported by staff who have the skills, knowledge and qualifications to meet their needs. The provider has established systems for recruitment, training, supervision, appraisal and competency assessment. Training records show staff complete mandatory and specialist training, including safeguarding, medication administration, infection prevention and control, moving and handling and dementia awareness. The provider also completes competency assessments for staff carrying out specialist tasks such as catheter and stoma care. Supervision takes place regularly and includes discussion about people's outcomes, safeguarding, communication, professional responsibilities and learning needs. Appraisal records show managers recognise good practice and identify development opportunities. Staff meetings discuss service developments, incidents, safeguarding matters and lessons learned from practice. Spot checks provide additional oversight of staff performance and include observations of communication, dignity, adherence to personal plans, risk assessments and infection prevention practice. We also found staff are registered with Social Care Wales (the workforce regulator) and managers monitor training compliance.

The provider considers whether staff have sufficient time to provide care and monitors factors that could affect this. Governance records show managers identify travel and deployment as potential risks within a domiciliary care service. Where issues arise, we saw managers responded by reviewing geographical allocation of calls and rota arrangements which resulted in improvements. RI monitoring reports and quality reviews show staffing capacity, travel times and punctuality are reviewed regularly. Feedback from people receiving support is largely positive and highlights reliability, continuity of care and good relationships with care staff. The service does not use agency staff, which helps people receive support from a consistent group of carers who know their preferences and routines. Records demonstrate that managers monitor workforce pressures, review staffing capacity as the service grows and use consultation feedback to inform decisions about how staff are deployed.

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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