



## Inspection Report on

**Complete Care and Enablement Services Limited**

**Unit 74  
Greenfield Business Centre  
Greenfield  
Holywell  
CH8 7GR**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

14/07/2023

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## About Complete Care and Enablement Services Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Complete Care and Enablement Services Ltd and CareTech Community Services Limited
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service under RISCA.
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People have choice, control, their independence is promoted and positive outcomes are being met. Staff know people well and offer support when it is needed. Personal plans are detailed and inform support staff about peoples likes, dislikes and preferences. People have opportunities to try new things, go to work, attend social groups and form positive relationships and friendships with others. They are supported to look after their homes, budget and plan for their future.

The manager is supportive and approachable and encourages people and support staff to raise any issues with them. Support staff receive training to carry out their roles and responsibilities effectively. The Responsible Individual (RI) has good oversight of the service and there are systems and processes in place to continue to improve it.

## Well-being

People have choice and control over their day-to-day life. They feel listened to and their preferences are respected by support staff. They have opportunities to sit with support staff and others involved in their care and support to discuss what is going well and what needs to change. Reviews are carried out and people make decisions about their future. A person told us they have key worker sessions to talk about what is working, not working, their goals and what they want for their future. People understand their tenancy and receive help with budgeting. They are involved in looking after their own homes and keeping them clean and tidy. People access public transport independently to travel to different places including work and social groups.

Peoples physical and emotional well-being needs are being met. Personal plans are detailed and set out what support people want so they can maximise their independence. People and support staff talk about outcomes which are recorded and monitored with individual's achievements being celebrated. Examples include completing sponsored walks to raise money for charity, car washing and going on holidays. A professional commented people are happy with their current support and *"it is clear that the individual's outcomes are being promoted and actioned"*. Support staff comment that they love seeing people's progress. Healthier lifestyles are encouraged and health appointments are made and attended as needed. People are able to do the things that make them happy and have built positive relationships and friendships with others.

People are protected from abuse. People feel listened to and can raise issues with the manager. Support staff treat them with respect and provide reassurance and encouragement to talk about any concerns or worries they may have. Staff are aware of their roles and responsibilities around safeguarding, they receive training and there is a policy in place for them to follow.

People live in their own homes which supports them to achieve their well-being. People are able to make choices about the home they live in and how it is decorated and maintained. They are involved in discussions about who they live with and their compatibility.

## Care and Support

People have an accurate and up-to-date personal plan for how they want to be supported. Personal plans are detailed and focus on the person, their likes, dislikes and preferences. People are involved in planning how, when and who they want to be supported by. Personal plans are in the process of being reviewed to ensure they capture all the relevant information.

People are provided with the quality of care and support they need through a service which involves them and considers their personal wishes, aspirations, and any risks. We spoke with support staff who told us about people and what they do and this was reflected in their personal plans. People have the opportunity to meet every month with support staff to talk about what they want to do or any changes they want to make. Outcomes are clearly recorded including what support people want, steps taken to achieve their goals and how this has positively changed their life. Support staff offer consistency and use a proactive approach to helping people achieve their goals. People are encouraged to think about and try new things and staff support them to do so in the safest way possible. Staff told us they never say 'no' but look at all the possibilities about what people can do and then plan for this.

People are supported with their emotional and mental well-being and their personal development. People told us they are happy with whom they live with and look out for one another. They have positive relationships and friendships with other people. They are able to fulfil their potential and do things that matter to them and make them happy. For example, going to work, being involved in social clubs and being part of their community. People are involved in planning for their future and are prepared and supported to move on to more independent living.

People have access to health and other services. They are encouraged to look after their own health and wellbeing. Healthier lifestyles are promoted by support staff. People told us about self-administering their own medication and going to weight loss classes and being proud of their achievements. Appointments are made and attended with staff support if people wish.

The provider promotes hygienic practices and manages risk of infection. There is a policy in place for staff to follow and they receive training. Personal Protective Equipment (PPE) is accessible to staff.

## Leadership and Management

People are supported by a service where staff who are trained and supervised. Staff files contain the relevant information and people are involved in recruitment with their preferences acknowledged. Support staff told us they receive lots of training and training records confirm this. They receive one to one supervision providing them with an opportunity to discuss any issues. The service is well-managed and led. Feedback from people, professionals and support staff are positive about the management who are responsive and supportive to them. Support staff told us the manager is open and approachable and they feel listened to.

The service provider has governance arrangements in place to support the smooth operation of the service. The Statement of Purpose and policies and procedures detail and reflect the service provided. They monitor that people are receiving a good service by obtaining their feedback. People are involved in letting others know what the service is like and share their experiences with them. The RI visits the service three monthly and completes quality assurance reports to ensure the service is continually improving. Complaints are recorded as well as compliments received including from professionals. When asked what the service does well support staff told us it is about progressing and always encouraging people to move on. They also commented *“everything is a possibility, here to grow, we are told not to stagnate”* and this filters through to both people and staff. Support staff told us it is a privilege to support people, everyone is treated the same and listened to and ideas and thoughts are encouraged.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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