



## Inspection Report on

**AMG Nursing and Care Services - Wrexham**

**Unit 2 Marcher Court  
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Sealand  
Chester  
CH1 6BS**

**Date Inspection Completed**

30/10/2023

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## About AMG Nursing and Care Services - Wrexham

Type of care provided	Domiciliary Support Service
Registered Provider	AMG Consultancy Services Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	7 November 2019
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Care staff are knowledgeable, respectful, caring and employed in appropriate numbers. People receive excellent continuity of care and support. A relative told us care workers are never late and very reliable. Relatives are happy with the support their loved ones receive. People's care documentation is very detailed, outcome focused, and gives care workers appropriate instruction on how to deliver support. People's personal plans are reviewed in a timely fashion.

Care is delivered by an enthusiastic and familiar staff team, led by highly effective senior managers. High quality care documentation accurately reflects that people are being cared for appropriately by care staff and in line with their personal plans.

Support staff are properly vetted prior to employment and are well trained to ensure they carry out their roles safely. Care staff have regular supervision, and appraisals. The management team are visible and available to chat with next of kin about their relative's support. There are high quality arrangements in place to ensure the provider knows how the service is running, and the Responsible Individual (RI) ensures the Quality-of-Care review is undertaken in line with the regulations.

## Well-being

People have control over their day to day lives. The provider has excellent quality assurance processes in place which consider and act on the views of people receiving support. The RI consults with people using the service on a regular basis. The Quality-of-Care review is completed in line with the regulation.

Relatives are happy with the support their loved ones receive. They told us their relatives are treated extremely well, with dignity and respect, and said care staff are very kind. They told us care workers are never late and are excellent. Relatives told us individuals receive the support they need, and care staff listen to what support they require. Care workers told us personal plans are updated as soon as the persons support needs change.

People are protected from potential abuse, harm, or neglect. Reviews of personal plans and risk assessments are undertaken in a timely manner and reflect the information contained in professional documentation on file. Care staff told us care plans give them enough information to support the person effectively. Personal plans are an accurate reflection of the support the person needs. Care staff records are checked robustly. Training records show care staff have undergone appropriate training, and the provider has other enhanced training tools in place to ensure care staff are trained thoroughly. There is a robust set of management audits in place which ensure any risks are minimized.

## Care and Support

People can be confident there is an accurate, up to date plan for how their needs are to be met. People's relatives told us they have input into the personal plans, and they are happy with the care and support received. One relative told us *"I have input into my relatives care plan, I have meetings with the provider quite often and discuss any changing needs...The RI is very helpful."* The provider has regular care plan meetings, and meetings about the individuals they provide care and support for, with health care professionals. The provider also reviews personal plans in line with regulations or more often if required. This was confirmed by documentation we saw and people we spoke with. People's personal plans and risk assessments give a detailed history of their medical conditions and reflect outcomes in professional and health care professionals' documentation found in people's records.

Personal plans are detailed, person centred, outcomes focused and give care staff enough instruction on how to meet the person's care and support needs. The service provider considers a range of views and information about people. We saw consultations are undertaken with health care professionals and relatives regarding people's care needs and preferences, which is excellent. Personal plans are outstanding. They give a detailed overview of the individual, their preferences, and identify the needs of, and risks to the person. Managers and care workers we spoke with confirmed care staff must read people's care plans before commencing support with the individual, and that people's personal plans contain enough information about the person for care workers to support them appropriately. Care staff also told us care plans are person centred; one member of staff said, *"They give you every detail you need."* Care staff confirmed any changes to people's personal plans are discussed at handovers. We spoke with a relative who told us *"My relatives get the support they need...staff do wonderful support... I get the support I need from AMG."*

## Leadership and Management

Management arrangements ensure oversight of the service, and required policies and procedures are in place. We saw evidence of exceptional, regular, and comprehensive audits of all aspects of the service, which looked at areas such as care plans and training. The provider is in discussions with health care professionals around formulating performance monitoring of the service, further to what is already taking place. We saw the provider undertakes their own compliance reviews in line with regulations which is a tremendous addition to the excellent performance measures undertaken. Senior managers regularly visit people and their families. Regular spot checks are undertaken during these visits. The RI has great oversight of the service. The RI's three-monthly review of the service and six-monthly Quality-of-Care Review are undertaken in-line with the regulations. Records of both are detailed and transparent, and show discussions with stakeholders, including professionals, take place. The provider also undertakes an annual staff survey to help drive change within the organisation and meets with relatives and care staff six monthly which also influences the Quality-of-Care Review.

Care staff and relatives told us managers are approachable and supportive. One care worker told us *"Support from the managers is really, really good, I see the RI and manager and see the nurse regularly, she is amazing. We get good feedback quickly."* A relative told us *"I have the RI's number and can phone at any time. Due to the RI's intervention, we received funding for an extra member of staff which has helped greatly... If I phoned the RI, [they] would come."* Policies and procedures in areas such as safeguarding, medication and infection control are comprehensive and reviewed regularly.

People are supported by an appropriate number of staff who are suitably fit and have the knowledge, competency, skills, and qualifications to provide the levels of care and support required. We saw several staff files which evidence robust recruitment processes are in place and care workers are registered with the appropriate bodies in regards their fitness to work. Training resources are excellent. Care staff told us they receive a lot of training which is appropriate for the people they support. We saw training records which confirm this. We saw evidence there are dedicated training teams in place covering different areas, to aid care staff. Training updates covering specific topics are sent to care workers as aide memoirs. We saw evidence which show there is an induction process in place. Care staff and a relative told us they are supported by small groups of care workers which staff rotas confirm. We saw regular staff supervision and annual appraisals are taking place.

### 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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