



Deecare Ltd



Unit 5, Pendle Court, Rowleys Park Evans Way, Deeside, CH5 1QJ



01244821050

The inspection visit took place on 25/09/2025

Service Information:

Operated by:	Deecare LTD
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Good

Summary:

Deecare Ltd provides a domiciliary support service for people living in their own homes. The office is located close to local amenities.

Wellbeing outcomes are good for people because of the person-centred care and support offered to them by familiar staff who they are fond of and have built positive relationships with. Staff receive training in medication, but their competence is not assessed, and policies are not comprehensive or reflective of practice, improvements are still needed. Overall, we found that the care and support people receive is good.

The staff told us that are all very well supported in their roles, have opportunities for learning and development, feel valued and really appreciate their good working conditions. More robust oversight of the service is needed regarding the six-monthly quality of care review, and this is an area for improvement. Overall, we found that leadership and management of the service is good because both the responsible individual and manager work closely together to make sure people and staff are happy and feedback from them is consistently positive about the service provided.

Findings:



Well-being

Good

People's outcomes are good because they have choice over their day to day lives. They are encouraged to continue to be as independent as possible and to make their own choices. We heard about an example where staff have empowered a person to have their own voice heard. Personal plans include personal profiles recording information about people's past, their relationships and important people in their lives as well as any interests. They set out how people want their support to be offered to them, their personal preferences and any likes and dislikes. The manager told us that people currently using the service do not require Welsh speaking staff but if this was needed there are a few staff who can speak basic Welsh.

People are supported to have good emotional wellbeing and benefit from positive and trusting relationships with staff they are familiar with. Relatives told us about *"Keeping a regular carer for dementia service users. Dad's main carer X is fantastic with him and understands his quirks"* and *"How the girls care for my dad who has mixed dementia"*. Other relatives commented on having a good rapport with staff and *"Good relationship with main carer, but other carers, both friendly and helpful"*. We saw compliments are recorded and shared with staff in recognition of the care and support they provide for people. Relatives said they are *"Satisfied with service provided"* and *"Very satisfied with the service, thank you"*. Staff commented on *"Great staff who care about the people they provide care to"* and *"Friendly, warm and welcoming staff. Professional attentive attitude towards person centred care"*.

People are safe and protected from abuse and neglect. Policies are in place for safeguarding, and complaints but these need to be tailored to include information relevant to the service and local contact details. Relatives comments include *"If the staff discover any issues or problems whilst at my mums, they generally contact myself, which is good as I need to stay informed as to what is going on and what issue may turn into a significant problem that requires attention etc"*. Other relatives told us if they needed to raise a concern they would go to the office themselves as they have met and know how to contact the manager. Comments include *"No problems whatsoever"*. Staff also told us, *"I feel supported by office staff if any problems work related or personal I know they will help"*. Records are kept of any complaints and actions taken to address and resolve these.



Care & Support

Good

People are offered good quality care and support. Relative feedback describes the care and support as either good or excellent. Relatives told us about *“An excellent service from the carers who attend my dad. Nothing is too much trouble, and the manager is very good at her job and again nothing is too much trouble”*. They also said, *“Day to day care of my wife is exceptional and the carers take in to account everything my wife needs”*, *“Friendly staff, excellent care”* and *“Exceptional care from the office down to the carers and the time they take with my wife's needs even if it's just a friendly chat”*.

Personal plans set out people's care and support needs, are kept under review and shared with staff, so they know what care and support to offer if needs change. Information is recorded about health conditions, we discussed with the manager about adding more here and in risk assessments for staff to have a better understanding of what to look out for and when to report issues. Staff told us *“Professionals are always kept informed of any issues/concerns”*. Staff consider the care and support offered to be either good or excellent. Comments include *“Excellent care and compassion from the carers”* and *“Everything from start to finish is done with the highest possible standards, very friendly and approachable, giving the elderly and vulnerable the help in life they require”*. People's outcomes need to be more clearly captured to show what they aim to achieve.

Improvements are still needed to ensure the service has safe systems in place for medicines management. Care staff receive training in medication, but their competencies are not being assessed. There are medication policies in place, but these are not comprehensive or reflective of current practice and medication administration record charts need to contain full instructions for staff to follow. Outcomes for people require improvements because the service provider has not ensured there are arrangements in place for all medicines to be administered safely and we expect the provider to make improvements.

People are protected from harm and abuse. Staff have training and know when to report concerns. Staff told us *“I feel supported by office staff, if I have any problems I always ring and report and they listen and are proactive with sorting problems out”* and they have a *“Good working relationship with office I feel supported in my role and if I have any problems they always there to help”*.

People's risk of infection is managed safely. There is an infection control policy in place, but this needs to include details of who is responsible for what. Staff receive training in infection control and have access to personal protective equipment.



Leadership & Management

Good

Staff are recruited, supported and receive training. Recruitment checks are completed for staff who are also registered with Social Care Wales, the workforce regulator. Some staff team meetings take place as well as supervisions, but these are not always three monthly. All staff consistently told us they feel very well supported. Staff commented *“I feel that I receive excellent support and guidance to perform my role to an exceptional standard, therefore being able to demonstrate my skills and knowledge when caring for service users”* and *“I am well supported by the management team”*. Staff said, *“Great teamwork from all parties which means we provide the best care possible”*, *“The team always help each other”* and *“The girls I work with are competent and caring”*. The training record shows staff complete training, some of which needs updating and the manager is looking into providing in house training to address any gaps. Staff consider their opportunities for learning and development to be either good or excellent. Comments include *“I receive excellent training and support”*.

Call times and visits consider travel time as well as other factors. Staff receive rotas in advance and told us they have a *“Set rota to plan my life”*. Staff commented on a *“Good work life balance, set rota and set days off”* and *“Very accommodating with work hours/family commitments and good support”*. If there are any changes staff ring the office who then ring people to let them know. Staff commented *“There is excellent communication between office staff, carers, clients and families”*.

Systems in place for oversight are not robust to ensure issues are identified and improvements made to the service. The RI frequently visits the office and speaks with the manager, staff and people/ relatives to check on service delivery. Policies do not accurately reflect the service delivered. Three-monthly visits by the RI are recorded but do not evidence what was looked at. Feedback is obtained from people and results are collated into a chart, but information is not used to compile the six-monthly quality-of-care review report. Outcomes for people require improvements because the responsible individual has not ensured robust systems are in place to make improvements to the service and we expect the provider to make improvements.

Positive culture is promoted. Personal plans include information for staff to be aware of around people’s cultural backgrounds. Staff enjoy their work and commented *“I have always enjoyed working here and feel valued”*, *“The company will always try to help and accommodate working hours with family life also, which is often hard to find within a company”* and *“Amazing management support, relaxed working atmosphere, good working conditions, flexible”*.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be assured that the responsible individual has robust systems in place to ensure they receive an improving service.	25/09/25
People cannot be assured the service provider follows relevant guidance and legislation to administer medication safely.	

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

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