



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ymddiriedolaeth Gofalwyr Gogledd Cymru Gwasanaethau Gofal Croesffyrdd Carers trust North Wales Crossroads Care Services



Carers Trust N W, Quinton Hazell Enterprise Parc, Glan-y-wern Road,
Colwyn Bay, LL28 5BS



01492542212

The inspection visit took place on 08/04/2020

Service Information:

Operated by:	Ymddiriedolaeth Gofalwyr Gogledd Cymru- Gwasanaethau Gofal Croesffyrdd Carers Trust North Wales-Crossroads Care Services
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Good

Summary:

Carers Trust North Wales Crossroads Care Services is an organisation supporting carers, by providing care and support to those they care for across North Wales. They are based in Mochdre, which is on the outskirts of Colwyn Bay.

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

The care and support people receive is good. This is because people are supported by staff who are professionally qualified and guided by detailed support plans. Personal plans are an accurate reflection of the individual and are clear about how people want to be supported. People are positive about the care staff who support them.

The leadership and management of the service is good. Leadership arrangements ensure the effective daily running of operations. The provider is dedicated to delivering a high-quality service and has processes in place to monitor this. They identify areas to improve and take action to develop the service. The provider ensures the required staff recruitment, training, and support is undertaken, and ensure good-quality support is provided. The Responsible Individual (RI) visits the service almost daily and produces a three-monthly report.

Findings:



Well-being

Good

People have control over their day-to-day lives and decide how and when their care and support will be delivered. People are supported to achieve their personal outcomes and goals by support staff who are dedicated and treat people with dignity and respect. People's independence is actively encouraged. Support staff take time to get to know the people they support, their relatives, and what is important to them and receive detailed pre-admission assessments from professionals prior to people 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 voice about the service through feedback surveys, quality monitoring reviews and in one-to-one reviews of their overall care and support. 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 speak positively about the service they or their relatives receive. One person told us support staff *"Are excellent...are very helpful, and very understanding."* Another person said the service is *"Really good, excellent, we look forward to the staff coming."* People also told us they can contact the office if they ever need anything and communication is good. We were told *"They are very accommodating around times and will change times. I'm very pleased with the service...the support my relative and I receive enables me to do what I need to do...the service changed so I can have more social interaction."* People receiving a service and their carers felt the support they receive enables people to stay in their homes for longer, gives support to relatives (carers) who can support their loved ones for longer and helps ensure positive relationships between families and those cared for.

People are protected from abuse and neglect. All staff complete safeguarding training and there are policies in place to support this knowledge. Support staff are safely and robustly recruited, well 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. Comprehensive personal plans and risk assessments are in place to help reduce risks and keep people safe. The service is working towards the Active Offer of the Welsh Language. Documentation is available in Welsh upon request. Some support staff are fluent in Welsh, and therefore they can offer a service in Welsh if required.



Care & Support

Good

People and / or their relatives are fully involved in directing their care and support or the care and support of their loved ones; from sharing essential information within initial assessments, to participating in reviews, being able to make decisions and choices on their support regularly. People receiving support and their relatives are pro-actively asked what support is required. This is an on-going, day to day process of liaison between those receiving support and the service. A person told us, *"Staff ask us what do we want them to do today."* Another relative said staff, *"Take into consideration mine and my relatives wishes...the service is invaluable."*

The provider also ensures information from other professional assessments is considered when creating personal plans, and any specific guidance is documented, including within risk assessments. Support workers confirm there is enough information on people's personal plans to undertake their role. Support staff and people receiving a service told us care and support plans are an accurate reflection of their needs and people told us they experience good care and support, which ensures they meet their well-being outcomes. One person told us, *"Staff go through the service my relative gets, they will up the service and are proactive in taking things forward if they think extra hours are needed, we are very fortunate to have the service."* Personal plans are detailed, instructive, outcomes focused and give clear direction to support staff about what they need to do to support the person. People's support is delivered in line with people's preferences and plans. Personal plans give a clear picture of the person, and are reviewed regularly. Managers of the service also review these records and contact people receiving a service on a regular basis to ensure they are completed correctly, and they align to the needs of the individual. Support staff also confirm they undertake an induction with anyone new before commencing support with them.

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. The provider understands the legal requirements of supporting adults at risk and makes referrals to the local authority safeguarding team if required. People told us they and their relatives feel safe with the service they receive.



Leadership & Management

Good

People benefit from a service which is well organised and is committed to providing people with high quality support. There are effective systems in place to monitor quality. This is conducted through audits of different areas of the service, almost daily visits by the RI, and gaining feedback from people and their representatives. The manager has a comprehensive number of audits which are completed on a regular basis. The quality-of-care report, and the RI's quarterly report are completed by the provider. The service also undertakes an annual satisfaction survey sent to all stakeholders, and findings are shared with stakeholders. The RI is involved in the operation of the service. They seek feedback from people receiving a service and monitor the overall provision by undertaking an "Individual Care Service Review". The outcomes of this review are discussed with the manager of the service. Policies and procedures are in place and reviewed and updated where needed, providing further support to staff, in areas such as medication and safeguarding.

People are supported by a team of care 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 (DBS) checks and obtaining appropriate references. Support staff receive an induction and complete a comprehensive training programme which includes specialist as well as mandatory training. Staff training is tailored to the needs of the people staff support, which is confirmed by people we spoke with. 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, and receive regular one to one supervision and appraisals with their line manager. Staff confirm team meetings are also conducted. Staff told us they are well supported and managers are approachable and take issues seriously. One staff member told us, *"It is a fantastic firm to work for. They are the absolute best. They are very understanding and I can go and speak with managers about anything."* Another said, *"Managers take issues very seriously...They are very approachable and flexible. If I have any issues I will speak with them."*

Support staff are employed in appropriate numbers; this was confirmed by records we saw, and what stakeholders told us. We viewed records and were told by staff and people receiving a service that continuity of care is good with people receiving support from small numbers of support staff.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*