



Premier Homecare North Wales Ltd



Premier Homecare North Wales Ltd, Pinfold House, Pinfold Lane, Mold,
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www.phnw.co.uk

The inspection visits for this service took place between 25/02/2026 and 03/03/2026

Service Information:

Operated by:	Premier Homecare North Wales Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Premier Home Care North Wales provides a domiciliary support service to people living in North Wales. The head office is situated in Alltami near Mold.

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 care staff who are professionally qualified and are 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, identifying areas to improve and taking action to develop the service. They ensure the required staff recruitment, training, and support is undertaken, and enable 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 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.

We saw managers collaborate with people to organise for them to go on holiday, both in this country and abroad, supplying the appropriate numbers of staff to support them. We were also told of staff helping people to move home and arranging the purchase and delivery of items to help with these moves.

People speak positively about the service they or their relatives receive. One person told us support staff *"Treat me with respect...I can have a laugh and a joke with staff... The support is brilliant 100%."* Another person said, *"I get first class support from carers...I get to review the support I receive."* In addition to seeking feedback from people, senior managers complete spot checks with care staff, observing practice and give feedback about what is going well and helping staff to identify where they would like to develop. People also told us they can contact the office if they ever need anything and communication is good.

People are protected from abuse and neglect. All staff complete safeguarding training and there are policies in place to support this knowledge. Care 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 the service is trying to work towards offering a limited service in the Welsh Language.



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. A person told us *“I get the support I need... I have a review and what I say goes into my care plan.”* The provider 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. One person told us, *“I get the support I need... Staff know how to support me, I am able to speak for myself, and staff definitely listen to me.”* Personal plans are detailed, instructive, and give clear direction to support staff about what they need to do to support the person. Managers of the service also review these records 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, and ensures people attend medical appointments, when required.

People experience good care and support which ensures they meet their well-being outcomes. Care is outcome focused and delivered in line with people’s preferences. Personal plans are person centred and outcomes based, give a clear picture of the person, and are reviewed regularly. Support staff follow these to ensure good quality person-centred care and support is delivered. People’s outcomes are clear, and they are supported by care staff to ensure their outcomes and goals are met.

Processes around medication are in place. We viewed records which show medication being administered as prescribed. We also saw policies and procedures are in place in regards medication.



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, visits by the responsible individual (RI), and gaining feedback from people and their representatives. The manager has a suite of audits which are completed on a regular basis. The quality-of-care report, and RI's quarterly report are completed by the provider. The RI is involved in the operation of the service, being present at the service several times a week, supporting with staff development, seeking feedback from people, and monitoring the overall provision 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. The provider has a complaints policy and procedure in place, and we saw complaints received are taken seriously and investigated thoroughly.

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 was 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. Support staff receive regular one to one supervision and appraisals with their line manager. Staff team meetings are conducted online. This was confirmed by support workers we spoke with. Staff told us they are well supported and managers are approachable and take issues seriously. One staff member told us, *"Support is good from managers; the manager is really good."* Another said, *"Managers are very supportive...they are very good."*

Support staff are employed in appropriate numbers; this was confirmed by records we saw, and what stakeholders told us. Continuity of care is good with people receiving support from small numbers of support staff. Innovative processes have been implemented to allow staff to register feedback anonymously and several incentives for staff are in place.

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

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