



Angeni Support



Angeni Support, Office 3,4,5 Valleys Enterprise Centre, Merthyr Tydfil Industrial Park, Merthyr Tydfil, CF48 4DR



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angeni-support.co.uk

Date(s) of inspection visit(s):

07/04/2025, 09/04/2025, 02/04/2025

Service Information:

Operated by:	Angeni Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Leadership & Management

Excellent

Summary:

Angeni Support provides domiciliary support services to people in their own homes primarily in the Merthyr Tydfil and surrounding areas.

People experience excellent wellbeing outcomes owing to the service taking exceptional measures to promote and enhance people's well-being. The service invests in a range of creative approaches to provide people with meaningful activities and opportunities to develop friendships. People are treated with dignity and respect. Care and support is excellent as people tell us their experiences of being supported by the service is overwhelmingly extremely positive. The service has highly effective systems to support people to manage their medication, investing significant resources into this. The leadership and management of the service is excellent. The service is very well-led and has an extremely positive culture of promoting the well-being of both the people it supports, and its staff. The service takes excellent measures to ensure people are supported by staff who have the necessary expertise, skills and qualifications. There is an outstanding commitment to staff training and the induction of new staff, with innovative and creative measures used to aid staff development. The service uses a range of initiatives and invests significant resources across all areas which are highly creative, sector leading, and benefit people's well-being.

Findings:



Well-being

Excellent

The service takes exceptional measures to promote and enhance people's well-being. The service invests its own resources in finding new and highly creative ways to enhance people's well-being. These go far beyond expectations and are sector leading. These include setting up and running a day service, called Geni's Daycation, twice a week. This involves accessing appropriate premises, investing in transport so people can attend, and providing staff, activities and food. The service has also established a walking group, delivers treats and well-being bundles to people at home, arranges pamper sessions in people's homes, and has supported people to access and attend important social opportunities. These provide opportunities for meaningful activities and friendship, reducing the impact of social isolation and improving people's well-being. We were told of plans to further develop the service, with the potential to provide respite services and expanding the number of days the day service runs being explored. More generally, we found people are treated with dignity and respect with few exceptions, which is evident in how positive people's feedback is. The service is open and honest about what it can offer people at the start of the service, so people have a realistic expectation of what can be provided. People are involved in decisions regarding their care and support, with assessments and reviews undertaken with them. The service can offer the Welsh active offer, should this be required.

People are supported to stay as healthy as possible and get the right care at the right time. People's care and support needs are reviewed, with personal plans adapted as needed. The service works with health and social care services, reporting and referring issues as they arise. Guidance from other professionals is acted upon and informs personal plans. People are supported to receive their prescribed medication as directed in line with local procedures, with a member of staff employed specifically to oversee and manage medication arrangements. Infection control measures are used to protect people.

Systems are in place to help protect people. The service ensures staff are recruited safely and all relevant checks are completed prior to employment. Care staff receive ongoing training to support them to have the correct skills, including safeguarding training. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have access to information to help them raise issues. The service provides a written guide, containing practical information about the service and care provided, and includes information about the complaints process if needed. People and their families told us they feel people are safe.



People receive a superb standard of care. People and their families are extremely complimentary about the service, telling us *“they’re lovely”*, *“they’ve never let us down – they’ve been reliable”*, *“they encourage him to do some things for himself”*, *“they’ve been a Godsend”*, *“they’re ever so helpful and friendly”*, *“they’re marvellous – absolutely outstanding”*, and *“the staff go over and above”*. We saw care staff are kind and patient in their interactions with people. The service ensures people get the right help at the right time, referring to and contacting other services promptly. Other professionals told us they are *“a very open and transparent service”*, *“they address concerns”*, and have been *“helpful, knowledgeable and very polite and sensitive”*. The service goes far beyond expectations by providing first response training to key staff and purchasing specialist equipment, meaning they can assist people at times of crisis. Assessments are completed prior to the start of a service to ensure they can safely support people. Personal plans give direction to care staff around how people like to be supported, being completed with people and their families. These are kept under review and updated as necessary. Daily recordings are sufficient and give information about a person’s care journey.

Highly effective systems are in place to support people with their medication. Care staff administer medication as prescribed, with medication records free from errors. A medication policy is in place, with care staff trained in how to safely manage and administer medication. A member of staff is employed specifically to ensure the management of medication is as safe as possible and complies with locally agreed procedures, promoting consistency within the staff team and oversight of all systems involved with medication management. Medication documentation is audited monthly, with people’s medication safes also audited where these are used.

Infection control measures help manage and reduce the risk of transmission of potential sources of infection. Care staff are aware of and understand their responsibilities and undertake training, with an up-to-date infection control policy in place. There is access to a supply of appropriate personal protective equipment (PPE), with people confirming care staff use this when supporting with tasks such as personal care.

People can be assured the service takes measures to protect people from harm and abuse. Staff understand their safeguarding responsibilities and how to report issues if they are concerned for a person’s well-being. Staff feel confident if they raise an issue with the management team, it will be responded to appropriately. Incidents and accidents are recorded, with the service reporting potential safeguarding issues to relevant partner organisations. People have appropriate risk assessments which help promote positive risk taking and help keep people and care staff safe. The service takes measures to learn lessons and improve and develop its practice following any issues

which have occurred.



The service is extremely well-led, with organisational arrangements, governance and oversight in place to help the service run smoothly. The service has an extremely positive culture of promoting the well-being of both the people it supports and its staff. Strategic decisions have been taken which mean rather than taking the opportunity to expand, the service has remained at its current size so it can more effectively promote people's well-being. The service invests significant resources to promote people's well-being, such as employing members of staff whose sole role is to have responsibility for specific parts of the service. The Responsible Individual (RI) is at the heart of day-to-day operations, being extremely visible and approachable to staff. Care staff told us the RI is *"amazing. A real good owner and does her best"* and *"no problem is too big or small"*. They maintain appropriate regulatory oversight of the service, evidencing three-monthly visits to meet with people and staff, and reviewing the quality of care provided by the service. We discussed ways they can further strengthen the evidence of this. Auditing and quality assurance processes are used to identify what is working well and where improvements might be needed. Where there have been issues, we found the service seeks to learn from these and develop its practice, which have resulted in significant improvements since the service was first established. We found extremely high levels of staff satisfaction, who told us *"I love it"*, *"it's like a big family"*, *"all the staff get on – it's one of the best things about the job"*, and *"it's so accommodating and the most rewarding job"*. The service employs a range of creative ways to support and celebrate its staff. These include an annual awards ceremony which are also attended by people who use the service, employee of the month awards, access to mental health support services, well-being 'goody bags', events such as a Christmas party for the children of care staff, quiz nights, competitions, and informal 'coffee and cake' drop-in sessions with management.

The service is open and transparent, readily sharing information with organisations it works with, such as safeguarding issues. Up to date policies and procedures are in place, providing guidance around staff roles, responsibilities, and how the service is to be run. Contingency plans have been made in the event of an emergency so the service can continue to run. The service has whistleblowing procedures, with staff understanding what these are and how to raise a concern if needed.

The service takes excellent measures to ensure people are supported by staff who have the necessary expertise, skills and qualifications. The correct recruitment arrangements are in place, with care staff files containing all legally required information such as proof of identity and employment references. Disclosure and Barring Service checks are undertaken. Care staff are registered with the workforce regulator, Social Care Wales. There are sufficient staff to work for the number of people it supports. The service takes exceptional measures to ensure new staff receive

a thorough induction. This includes a highly structured induction and probation process, with a member of staff employed specifically to manage and oversee this. There is an outstanding commitment to staff training and development. Training records show care staff have up to date training in core areas of care, such as manual handling, medication administration and infection prevention. Specialist training is in place where needed, for example in dementia care and epilepsy awareness. Extremely innovative measures are used to aid training, such as a training 'flat' located at the head office where staff can practice care calls and test their skills, incentives to promote staff accessing additional training opportunities, the use of virtual reality headsets, and extensive use of best practice materials such as the NHS preventing infection workbook. We saw a culture of innovation and commitment to continuous learning and development, with staff feeling well supported.

The service ensures people are supported by staff who have enough time to provide care and support. Call schedules generally ensure care staff have enough time to travel between calls. Care staff have sufficient time to provide care and support to people and are provided opportunities to take breaks. Care staff tell us they mostly have a choice of the type of contract they are employed under, and we discussed with the RI how this process can be improved.

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.

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