Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Independent User Bespoke Support Service (IUBSS)

Kingsland House, 39 Abbey Foregate, Shrewsberry, Shropshire, SY2 6BL

07903112791

Date(s) of inspection visit(s): The inspection visit took place on 13/08/2025

Service Information:

Operated by:	INDEPENDENT USER HW - BESPOKE SUPPORT SERVICE LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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:

Independent User Bespoke Support Services is a selective domiciliary care agency offering tailored support to a small number of individuals.

Wellbeing is rated excellent, because people are placed firmly at the heart of the service. Independence and choice are prioritised, and individuals receive highly effective, expert and bespoke support to achieve their goals and pursue new aspirations.

Care and support are rated excellent. Staff are highly trained to engage meaningfully with the person, using personalised strategies that respect and nurture each person's unique abilities. The provider excels in empowering individuals to achieve health and wellbeing outcomes, drawing on best practice from sector-leading experts.

Leadership and management are rated excellent. The responsible individual also serves as the manager; they are consistently present and are supported by a highly experienced deputy. Robust organisational systems and oversight ensure high-quality care, and ongoing reviews of outcomes drives continuous improvement. The service invests in it's staff providing the best training and going above and beyond to ensure their wellbeing. Staff consistently feel highly valued. The culture of appreciation in the service fosters a motivated, compassionate workforce who have built long-standing relationships with the people they support. People benefit from excellent continuity of care.

Findings:

Well-being — Excellent

People live healthily and safely with optimum control over their lives. The provider has a highly effective approach to assessment, including proactive risk management, pre-empting hazards and challenges, reflecting and learning to ensure potential risk is identified. Assessments are comprehensive and updated on a continuous basis, reviewing people's goals and needs. We saw lots of evidence the provider empowers people to take control of their lives with confidence and assurance. People using the service and their relatives shared that people are treated with utmost dignity and respect. Feedback is overwhelmingly positive, with some people achieving outcomes they once believed were not possible. Professionals have highlighted the exceptional quality of life experienced by individuals, remarking that it far exceeds what would be possible in other settings. One person shared, *"I never expected to achieve what I have. I feel like I had nothing, and I have everything now."* The service they receive is bespoke and centred around the individual.

People receiving support are safe, protected from abuse and neglect, because they are surrounded by a culture of trust and transparency. Staff are carefully recruited, inducted, and trained to deliver the highest standard of care. The provider leads by example, cultivating a culture of honesty, openness, and genuine passion for placing the person's wellbeing at the heart of everything they do. Conversations with staff reveal a team that is wholly devoted to those they support; highly motivated, deeply committed, and focused on making each person's life as meaningful and fulfilling as possible. Staff consistently act in the best interests of the individual, and both they and the people using the service expressed total confidence in knowing how to raise concerns if they ever feel unhappy or mistreated.

People are supported to develop and maintain relationships with people who matter to them. One person shared how their personal relationships have been protected because they depend less on those closest to them. They now receive a lot of the practical support they need from the service. Another person described their journey as life-changing, moving from low engagement with activities and the community to feeling anything is possible. They now engage with others with similar interests and aspire towards occupational goals. Another person needed support for every day matters such as appointments, counselling, advice and general companionship and empathy. They now consider the provider to be a great, reliable friend they can call on at any time. Another person has excellent continuity of staff who regard them as 'like family'. Following advice from experts in their field, they have developed space for sensory integration in the person's home.

Care & Support — Excellent

People receive high-quality, bespoke care that enables them to achieve personal outcomes. Feedback highlights exceptional support tailored to individual needs. Records show the service gathers detailed insight into each person's aspirations and preferences, forming the basis of evolving, personalised care plans. Goals are actively reviewed and refined to reflect progress and new ambitions. As outcomes are met, staff collaborate with individuals to set fresh goals, keeping care dynamic and empowering. One person, previously lacking confidence to leave home, was supported to enhance mobility skills through referrals to relevant experts. They now enjoy independence and access the same things their peers enjoy. The service works at each person's pace, respecting their views and supporting them through challenges. Staff consistently deliver outstanding care, using strategies that unlock potential and foster personal growth.

Staff are highly skilled, because the provider is committed to sourcing expert training. Bespoke sessions from a leading autism expert ensure the team can meet complex, evolving needs. Staff support one individual to lead a positive, fulfilling life, choosing activities they enjoy and declining those they don't, living their life how they wish to. One professional praised the resilience in staff, their ability to build a shared connection with the person through 'intense interaction', understanding fundamental communication concepts. Staff are encouraged to observe and respond to the changing needs and preferences of those they support, adapting care quickly and effectively. This agility is made possible by an embedded commitment to reflective practice across the team. Staff routinely evaluate their approaches, share insights, and make real-time adjustments to improve outcomes.

People are protected from harm and abuse because people feel they can speak up about any issues. There is a no blame culture so staff are happy to talk about anything they feel could have been managed better. Leadership is approachable and responsive, with the manager and deputy consistently available. Staff are deeply committed to ensuring those they support have '*a happy day*', and experienced team members lead by example, modelling highly person-centred care for new staff. People's views are actively sought. For those with complex needs, staff complete independent 'happiness surveys' based on their deep understanding and interactions. These consistently reflect positive outcomes and a strong knowledge of each individual.

Leadership & Management — Excellent

People achieve their outcomes thanks to the provider's strong governance and organisational structure. The experienced deputy manager supports a highly respected manager, whose visible and compassionate leadership inspires confidence among staff, professionals, and those using the service. Their hands-on approach builds trust and empowers staff in their roles. Records and reports show satisfaction is monitored through happiness surveys with clients, relatives, and staff. Quarterly progress reports and biannual quality of care reviews highlight successes and identify areas for improvement, ensuring the service remains responsive and forward focused.

The provider actively collaborates with others across the care sector, including the NHS, contributing to the development of best practice guidance and sharing their own experiences to support continuous improvement. This open approach to professional dialogue strengthens the quality of care within the service and helps raise standards across the wider community.

Support is dynamic and evolves at the pace set by the individuals receiving care. It is clear from discussions with staff and professionals the service places the person at the heart of every decision. The culture is one that promotes equality, diversity and inclusion, leaders and staff acting as strong, confident advocates to ensure people have the same opportunities as their peers. People are supported to engage in activities that enhance their quality of life; leisure and occupational activities and practical support such as accessing health services and advocating and applying for welfare benefits. This service is highly flexible, not restricted to time slots and schedules, but on call to help at any time. Beyond direct care, the service acts as an advisory hub, frequently signposting individuals toward resources and opportunities that help them achieve their goals. One person described how they regularly contact the office with "how do I" questions, knowing they'll receive thoughtful, practical guidance.

Staff consistently share they feel deeply valued and appreciated by the provider. Appreciation is shown through gifts such as spa days, personal acknowledgements in one-to-one and team meetings, and daily gestures. This culture of recognition fosters a strong sense of belonging and pride among the team, most members of which have worked here for many years and share they have no desire to move to work elsewhere. The provider is dedicated to recruiting only the highest calibre of staff. They shared that beyond standard recruitment checks to ensure safety and compliance, the interview process is rigorous and includes visits to the service and opportunities to meet the people receiving support. Individuals using the service are actively involved in the recruitment process and have a voice in deciding whether prospective staff are the right fit.

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.

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