Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Silver Springs Support Ltd

5 Vanguard House, Nelson Quay, Milford Haven, SA73 3AH

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The inspection visits for this service took place between 21/10/2026 and 22/10/2026

Service Information:

Operated by:	Silver Springs Support Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
Registered places:	0
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Leadership & Management	Good

Summary:

Wellbeing is rated as excellent because people benefit from person-centred support that promotes choice and independence. They are encouraged to pursue their interests, participate in their communities and maintain important relationships, helping them achieve positive outcomes and an improved quality of life. Care staff know people well and use personalised communication approaches to ensure they are involved in decisions about their lives and support.

Care and support is rated as excellent because support is tailored to individual needs, preferences and aspirations, with staff providing consistent, respectful support that promotes dignity and independence. Effective safeguarding, risk management and medicine arrangements help keep people safe.

Leadership and management is rated as good because strong leadership and a skilled, stable workforce underpin the service. Robust recruitment, training and quality assurance arrangements support the delivery of safe, reliable and person-centred care.

Findings:

Well-being — Excellent

People achieve exceptional wellbeing outcomes because they are supported to lead fulfilling lives that reflect their individual interests, aspirations and personal ambitions. The service promotes a strong person-centred culture where people are encouraged to make their own decisions, develop greater independence and have meaningful influence over their daily lives. Care staff recognise and nurture people's individual strengths, helping them build confidence, gain new experiences and progress towards the outcomes that matter most to them.

The provider demonstrates a strong commitment to supporting people to achieve outcomes that are important to them. Support is focused not only on meeting day-to-day care needs but also on enabling individuals to lead fulfilling and purposeful lives. People have access to a wide range of meaningful opportunities that enhance wellbeing, promote independence and support personal development. The service actively encourages participation in volunteering roles, hobbies and community-based activities that reflect individual interests, strengths and aspirations. This enables people to develop new skills, build confidence, strengthen social connections and make valued contributions within their communities. Feedback from people, relatives, staff and professionals consistently highlighted the positive impact of this approach on people's confidence, wellbeing and overall quality of life. One professional told us that care staff *"work hard to make sure the people they support are living meaningful lives."*

People are supported to develop and maintain relationships that are important to them. Care staff recognise the value of family relationships, friendships and community connections, and actively support people to remain engaged with those who matter most. Relatives consistently spoke positively about the care and support provided and the positive difference this makes to people's lives. As a result, people are helped to maintain their sense of identity, belonging and connection to their communities.

People live in a warm, homely and personalised environments that reflect their individual preferences. People are encouraged to shape their surroundings and make choices about their homes, promoting a sense of ownership and familiarity. The environment supports people's privacy, dignity and independence, whilst contributing positively to their wellbeing and overall life experience.

People benefit from information provided in formats that meet their individual communication needs. Care staff use a range of communication methods, including Makaton, visual aids and gestures, to support people to express their views, make choices and participate in decisions about their lives. We saw examples of personalised communication strategies being used consistently, enabling people to develop their communication skills and increase their independence. Accessible information, including easy-read materials and residents' meeting information, supports people to contribute to the development of the service. As a result, people are listened to, involved in decisions about their care and support, and empowered to achieve positive outcomes.

Care & Support — Excellent

People benefit from highly individualised care and support tailored to their strengths, preferences and aspirations. Care staff know people well and have a detailed understanding of their routines, communication needs, health requirements and the outcomes they want to achieve. Comprehensive care records support consistent, person-centred practice and help ensure support is delivered in line with people's wishes and preferences.

During our visits, we observed warm, respectful and natural interactions between people and care staff. People appeared relaxed, comfortable and happy in their homes, with care staff providing support in a patient and encouraging manner. People were actively involved in making choices about their daily lives and were supported to maintain their independence wherever possible. People spoke enthusiastically about their homes and told us they "*love*" living there.

Relatives consistently praised the quality of care provided and the positive impact this has on both people. One relative told us, *"The staff have continued to become an extension of our family. We are able to trust that they receive great care on a day-to-day basis."* This feedback demonstrates the strong relationships care staff have developed and the confidence families have in the compassionate, reliable support provided. As a result, people feel valued, secure and able to live fulfilling lives in a way that matters to them.

People play an active role in shaping their support and are encouraged to share their views about how they wish to live their lives. Regular reviews help ensure support remains responsive to changing circumstances and continues to reflect people's aspirations. Care staff adopt a positive approach to risk-taking and encourage people to make informed decisions, develop new skills and increase their independence wherever possible.

Arrangements to safeguard people are effective and promote people's safety whilst maintaining their rights and independence. Care staff understand their safeguarding responsibilities and were able to describe the actions they would take should concerns arise. Risk management arrangements support people to pursue opportunities and experiences that are important to them whilst helping to minimise avoidable harm. The service works collaboratively with external professionals and agencies to promote positive outcomes and protect people's wellbeing.

People can be confident that medicines are managed safely. Appropriate arrangements are in place for the storage, administration and monitoring of medicines. Management maintain oversight of medicines management through established monitoring systems, helping to ensure safe practice and supporting people's health and wellbeing.

Leadership & Management — Good

People benefit from effective and visible leadership that promotes a positive, person-centred culture across the service. Management demonstrate a clear commitment to helping people achieve positive outcomes and ensuring support is shaped around individual wishes, strengths and aspirations. Feedback from people, relatives, care staff and professionals was consistently positive, with management described as approachable, supportive and responsive to the needs of both people receiving support and the staff team. One professional told us, "*Management and staff take great pride in providing a high standard of care and supporting individuals in achieving their goals and improving their independence skills.*"

Management have fostered an open and inclusive culture where people are encouraged to express their views and influence decisions about their support and future goals. Care staff told us they feel comfortable seeking advice, sharing ideas and raising concerns with management when required. This approach contributes to an environment where people and care staff are supported to maintain choice, independence and control over their lives.

Safe recruitment processes are in place to help ensure suitable care staff are employed and required pre-employment checks are completed. Care staff receive a structured induction and access to training that equips them with the knowledge and skills to fulfil their roles effectively and meet people's individual needs. Positive team working and clear communication contribute to a consistent approach to care and support. As a result, people benefit from safe, reliable and person-centred care delivered by a competent and supported workforce.

Systems are in place to monitor the quality and safety of the service and provide management with effective oversight of key areas of practice. Management demonstrates a good understanding of the service and a willingness to reflect on performance, respond to feedback and implement improvements where required. We found the Responsible Individual to be visible and actively involved in the service, maintaining regular contact with people, relatives and staff, and providing ongoing oversight of service delivery. Quality assurance processes, including management audits, monitoring activities and Responsible Individual visits, support effective governance arrangements and help drive continuous improvement. As a result, leaders maintain oversight of the service and can identify areas of good practice as well as opportunities for further development.

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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