Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Antur Waunfawr

Bryn Pistyll, Waunfawr, Caernarfon, LL55 4BJ

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www.anturwaunfawr.org

The inspection visit took place on 03/09/2026

Service Information:

Operated by:	ANTUR WAUNFAWR
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Good

Summary:

Antur Waunfawr provides support for adults with learning disabilities who live in supported accommodation or in their own homes within the Arfon area of Gwynedd.

The service operates within the remit of the North Wales Regional Partnership Board, which oversees the provision of social care services across the six local authority areas in North Wales.

The service is focused on providing people with excellent quality care and support. Support staff know people well, support them to participate in ovately in meaningful activities, maintain important relationships, and help them achieve their personal outcomes. People maintain a visible presence within their local community and take an active role in community life.

People receive excellent care and support because qualified staff support people and deliver care in line with extremely detailed and instructive support plans to guide staff in delivering care. Personal plans accurately reflect each individual and clearly describe how people want staff to support them. People provide daily input into their care and support.

The manager has good oversight of the care and support delivered, which ensures people's needs are consistently being met. Support staff are passionate about their roles; they enjoy their work and feel very well supported by management. The provider remains committed to delivering a high-quality service. The responsible individual (RI) closely monitors the quality of the service provided, by regularly speaking with people who use the service. There is a positive culture where the

provider continues to drive improvements and further developing the service.

Findings:

Well-being — Excellent

People have control over their day-to-day lives and play a full role in their own care planning and decision-making processes. Support staff tailor support to each person's individual needs and help people achieve their personal outcomes and goals. Trained and dedicated support staff treat people with dignity and respect and encourage them to participate in meaningful activities. People engage in gardening, furniture making, café and craft shop activities, karaoke and community groups. People choose their own menus, holidays and changes to their home environment People told us, "*I'm happy with everything", "going for walks, I love it."and ''Dwi'n lwcus'' (I am lucky).*

Support staff promote positive risk-taking and support people to maximise their independence. The effective use of risk assessments means people can try new things which enhances their life experiences. People live in safe, comfortable, and homely environments which reflect their interests, preferences, and personalities. People feel safe in their home. Support staff have safeguarding training and told us they are aware of local safeguarding protocols should they be concerned about people's care.

People maintain a visible presence within their local community and take an active role in community life. Some people travel independently and access employment opportunities, while staff and employers communicate effectively to support these arrangements.

Skilled Support staff take time to get to know the people they support, their relatives, and what is important to them. They receive detailed pre-admission assessments from both the provider and professionals prior to people receiving support. People described the care as, *"Darparu gofal un I un arbennig."* (Provide excellent 1 to 1). One person told us they ***"****Would recommend the service to others, happy with communication from the service and senior staff.''*

The service provides care and support in people's preferred language. Staff recognise and value the Welsh language as an important part of people's identity. Support staff, the manager and the responsible individual (RI), communicate confidently with people in Welsh and English, enabling people to express themselves in the language they prefer. Staff also use Makaton and picture exchange communication system (PECS) to communicate effectively. The service gives a full offer of the Welsh language; people can receive care through the medium of Welsh.

The service makes policies and key documents available bilingually. People can access information about the service which is clear, concise and includes what to do and who to speak with if they have a concern. Support staff provide support for people should they wish to raise a concern; people have a direct line to talk with senior staff should they have concerns or worries.

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Care & Support — Excellent

People's care and support needs are known, and are considered by the manager, before a service is offered to each person. The service works collaboratively with the person and multidisciplinary professionals to ensure the service can support the person effectively. Management staff are skilled at supporting people with complex needs and aid them to move between services whilst ensuring continuity of care.

We identified this as an outstanding strength of the service underpinning the excellent support given to people

We saw several examples of excellent support, and it is evident people are extremely happy in their homes with knowledgeable and respectful support staff caring for them. One healthcare professional has provided feedback to the service, stating; '*transformation in his life came when he moved into supported living with Antur Waunfawr''.*

Personal plans give a clear picture of the person and are reviewed regularly. They are created with people, and record in detail their specific care needs. Information regarding each person's preferred way of receiving their support is also included. We saw potential 'triggers' for anxiety behaviours are recorded within care documents as well as exemplary strategies which are known to be effective in supporting people during difficult periods. Positive risk management and clear guidance enable support staff to provide consistent care. New support staff caring for people told us they read people's personal plans and risk assessments before they work with them, and find these informative They also work shadow shifts, alongside people's usual support staff. This provides continuity in the care and support people receive. Records show the care and support delivered is in line with people's personal plans. Risk assessments are used to promote positive risk taking, which is enhancing the opportunities available to people to participate in activities they enjoy.

Support staff ensure arrangements are in place to promote people's health. People's health conditions are known and are recorded within their care documents. Assistance is provided to access medical advice when people's health changes, as well as support to attend dental and hospital appointments. Records show health and social care professionals are consulted in a timely manner if the person's needs change. This ensures people receive the correct support to enable them to achieve their outcomes. Medication is administered as prescribed, to ensure people's health conditions are managed well. Medications are stored safely, and people access their prescriptions in a timely way. Support staff receive training in administering medication.

Systems are in place to protect people from abuse and neglect. A safeguarding policy is available, and support staff receive relevant training. They understand their roles and responsibilities in relation to keeping people safe. We saw they are confident in what action they would take if they had any safeguarding concerns in relation to people who use the service.

Leadership & Management — Good

People benefit from a service which is well organised and committed to providing people with high-quality support. The RI is involved heavily in the operation of the service with a strong management team structure supporting them. Robust systems are in place to oversee the smooth running of the service which ensures high-quality care and support are consistently provided. Regular audits take place to test various aspects of the service. Records show the RI regularly completes formal visits to the various settings to check people are satisfied with the service they receive in line with the requirements of the legislation. They consult with people, relatives, support staff and professionals in contact with the service. Quality of care reviews take place twice a year which formally assess people's satisfaction with the service. People's voices are heard within the reports, and we saw their views shape the ongoing development of the service. Efforts are made to explore new and different ways of working.

People are supported by a team of support 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. Support staff receive an induction and complete a comprehensive training programme which includes specialist as well as mandatory training. Support staff training is tailored to the needs of the people. A more robust method of capturing care staff training is being considered for ease of auditing the information. All staff are supported to register with Social Care Wales (the workforce regulator) and receive regular one to one supervision and appraisals. Team meetings are also conducted to ensure good communication and provide support. A further development in recording of recruitment information is in progress, supporting ease of navigation and audit. Staff told us *'Mae nhw yn 'edrych ar ol staff yn deg yma'* (they look after staff well here) *''Mae beth bynnag mae'r defnyddiwr eisiau maent yn eu gael mae hyn yn bwysig''* (whatever the people want they get; this is important here)

People can access written information regarding the service provided. There is an up-to-date statement of purpose available which informs people what they can expect from the service. The service user guide includes information regarding how people can raise a complaint if they need to. We saw the specific complaint leaflet is written in an easy-to-understand format so people can understand their rights.

The provider invests in the service. Support staff are employed in sufficient numbers and receive training and supervision. People can access varied activities and work which they enjoy and enable them to remain an active part of the local community.

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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