Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Treherne Care Group (Domiciliary Care)

Glasfryn Stores, Bontddu, Dolgellau, LL40 2UA

01341424650

www.trehernecaregroup.co.uk

The inspection visits for this service took place between 13/05/2026 and 22/05/2026

Service Information:

Operated by:	Treherne Care and Consultancy Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Good
Leadership & Management	Excellent

Summary:

Treherne Care Group provide domiciliary care and support to individuals living in their own homes across North Wales.

People experience excellent wellbeing outcomes. This is because they are supported to lead in their care and support and have a very strong voice in how this looks. People have as much choice and control over their day to day lives as they are able. People's views are sought, respected and acted on.

People experience good care and support. A person centred and collaborative approach is promoted, encouraging people to be involved in the development and review of their personal plans. People live well, engaging with health professionals and developing essential skills, at home, in their community and in education.

Leadership and management of the service is excellent. There is a collaborative approach between support staff and the management team where development of the service is discussed, and views welcomed. Support staff receive a high standard of induction and ongoing training. Promoting a positive culture is a priority of the organisation and significant work has been done to develop and deliver training which supports this. Training links in the requirements of the regulatory framework and the organisation's own values and ethos. Care staff report they feel well supported and valued for the work they do.

Findings:

Well-being — Excellent

People are supported to have as much choice and control over their day to day lives as possible. Support staff talk with people and share information to help them make well informed decisions. We saw support staff reminding people about what they can do and the options available to them. This approach encourages people to lead in their care and support and be confident in their decisions. People live fulfilling and rewarding lives. They have enriching experiences by going on holidays, day trips, shopping, clubbing, meals out and developing hobbies and interests. Support staff ensure important relationships are sustained and help people to make and develop new relationships to promote social interactions and widen people's support networks. One person said, "*I like living here, like the things we do, especially the Sunday lunches all together."* Support staff are proactive in seeking out new opportunities for people, so they benefit from new experiences.

People are treated with dignity and respect. Support staff ensure people are seen as individuals and are heard. We observed genuine kind, caring and fun interactions. Support staff know people exceptionally well which can be observed in the way people seek out staff interaction and the relaxed, tactile body language of people supported. People told us they are happy and choose what they want to do and when they want to do it. People told us about things they had achieved which was possible because they trusted the support staff would be there to keep them safe and reassure them. One person told us about a member of the team, "*They are very helpful, very proactive*." Support staff are dynamic in adapting their approach and communication style dependent on the needs of the person and the circumstance at the time. One support staff told us, "*We put the people we support at the centre of our service; they have great lives."*

People are supported in their own homes so they can live independently in their communities. Many have jobs, take part in voluntary work, and are well known in the local community. People are proud of where they live and the homes, they have built and wanted to show us how they decorated with the help of support staff. Due to the nature of supported living accommodation, the provider considers if new people being considered for the service are a good fit, before agreeing to provide a service. People are supported to maintain their homes and address any issues with their housing provider.

Care & Support — Good

People receive person centred care which meets their identified needs and supports them to achieve their personal outcomes. Personal plans are strengths based and developed with people who can and want to be involved. We found some personal plans to be extremely detailed including information about preferences, routines, and beliefs. Regular reviews of personal plans mean information is relevant and up to date. Outcome focussed reviews record how people are progressing towards their goals and what they want to do next. Electronic records provide 'live' records of the care being delivered and allow for pictures to be uploaded with consent, giving context to the information being recorded about people. More detailed information about how people have achieved their goals would strengthen this process further.

People maintain and improve upon their physical, mental, and emotional health because of the high standard of support they receive from support staff. People have support from other professionals involved in their care and the provider collaborates with multi-disciplinary teams and healthcare professionals, such as mental health professionals, psychiatrists, behaviour support specialists and occupational therapists. Specific guidance and treatment plans are documented in Personal plans and risk assessments. We were told of examples where people had become more self-aware of their own health needs and were proactive in asking for support to access services which was a positive step for them. Support staff have genuine concern for the people they support, making sure they access the treatment and services they need to stay healthy. People are proud of their achievements and are empowered to continue their personal development.

People are supported to be as safe as they can be. Support staff complete safeguarding training and are supported by Safeguarding policies and procedures. Processes are in place to record and report any incidents, accidents, and safeguarding concerns. The provider makes referrals to the local safeguarding board where needed and engages positively with safeguarding professionals. People and staff have access to information about how to raise a concern and who they can go to, which includes external contacts from other professional bodies. People told us who they would go to if they had a concern. Where risks to people are identified, risk management plans are in place to keep people safe, whilst respecting their right to make decisions and take risks.

Leadership & Management — Excellent

People can be assured the service is well led because dedicated leaders have a positive approach to the ongoing development of the service. Detailed quality assurance processes are in place to review areas of service provision and their effectiveness in supporting people to achieve positive outcomes. We saw actions are identified and reviewed regularly to monitor progress and ensure completion.

Support staff are safely recruited to the service. We found the appropriate pre-employment checks to be in place, including disclosure and barring service checks (DBS) and obtaining appropriate references. This is important to ensure support staff are safe and suitable to work with adults at risk. The provider promotes co-production, seeking the views of people supported about potential new support staff and ensuring choice about who they work with. Training and development opportunities are extensive. The training coordinator is highly effective at reviewing the needs of the service and accessing training provisions to meet these needs. Training is innovative and inclusive, reflecting current best practice and exploring developing areas within the care industry. Support staff and people supported engage in developing and attending training. We saw excellent feedback following a recent course about positive cultures. The provider has recently achieved a gold, Investors in People Award further supporting the importance of creating a positive workplace. We saw evidence of senior managers listening to the views of support staff and take action to address any concerns. Support staff told us they feel very well supported and we saw many examples where support staff had been acknowledged and commended for the work they do.

People receive a service which is reflective of the assurances within the statement of purpose and operates in line with its own policies and procedures. People have access to valuable information. about the expectations and limitations of service provision and who they can contact if they have a concern or complaint, including external professional bodies. We saw people are contacted on a regular basis to check they are happy and ensure they can share any concerns and feedback. The responsible individual (RI) for the service carries out their duties as required. A consistent approach means people continue to receive a high-quality, person-centred service which meets their needs, promotes wellbeing, and supports the achievement of personal outcomes.

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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