Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Highbury Support Services LTD

Highbury Support Services Ltd, 212 High Street, Prestatyn, LL19 9BP

01745886547

The inspection visits for this service took place between 23/01/2026 and 29/01/2026

Service Information:

Operated by:	Highbury Support Services LTD
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	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	Excellent

Summary:

Highbury Support Services Ltd provide support to people with learning disabilities, mental health issues and/or physical disabilities who are aged 18 or over. Their office is located in Prestatyn, Denbighshire.

People experience excellent levels of well-being because the service places emotional safety, independence and identity at the centre of its ethos. Personal plans are highly detailed and demonstrate a strong commitment to dignity, autonomy and meaningful choice. People and relatives consistently described significant improvements in well-being, reliability of support, and a deep sense of being understood and valued.

Care and support is excellent. Positive behaviour support is embedded throughout practice, resulting in highly responsive, trauma-informed and person-centred care. Risk management, health monitoring and communication support are of a very high standard, ensuring people remain safe, confident and empowered.

Leadership and management are excellent. Care staff and relatives described a supportive, approachable and values-driven leadership team. Governance arrangements, quality assurance and staff development demonstrate a mature and highly effective system of oversight, ensuring continuous improvement and excellent outcomes for people.

Findings:

Well-being — Excellent

People experience outstanding levels of well-being because the service places emotional safety, independence and confidence at the centre of its ethos. Documents reviewed and discussions with people, relatives and care staff show a deeply embedded culture that nurtures self-worth, identity and personal autonomy. The service promotes pride, validation and positive emotional identity. People consistently told us they feel secure, understood and well supported. Comments such as *"Staff are fantastic… they are never late, always turn up,"* and *"They match people living together very well"* show that people find Highbury Support Services Ltd to be reliable, stable and thoughtful which in turn gives them a sense of comfort and belonging. Another person said, *"I asked for a rota with people's names and pictures so I can see their faces – and they did it,"* showing a highly responsive approach to communication and reassurance. People and families spoke about significant improvements in well-being: *"There has been a great improvement in their well-being," "They are being supported to live their best life,"* and *"We can just enjoy the time spent with them… all of our lives have benefitted."*

Personal plans place people's dignity, identity and happiness firmly at the centre. Preferences, routines and sensory needs are clearly documented, enabling people to maintain autonomy and continuity. Tools such as traffic light hospital assessments ensure vital information is available during transitions, protecting emotional well-being during unfamiliar or stressful situations. Emotional and mental well-being are upheld through detailed insights that help care staff provide reassurance, distraction and consistent support.

People have meaningful control over their lives. They choose how to decorate their homes, manage their budgets and plan for their future. They are involved in discussions about compatibility with people they live with. Advocacy is used extensively, ensuring people's voices and rights remain central. Where people make unwise decisions, these are sensitively risk assessed, demonstrating respect for autonomy within safe practice.

People feel part of their communities, with educational needs recognised and supported. They are protected from abuse through proactive recording, prompt action and consistent safeguarding practice. The service is working towards strengthening its Welsh-language offer, with translated materials and matching Welsh-speaking staff where possible.

Care & Support — Excellent

Care and support at the service are delivered to an exceptional standard, characterised by deeply embedded positive behaviour support (PBS), highly skilled practice, and unwavering commitment to person-centred care. Documents reviewed and conversations with people and care staff provided exceptionally strong evidence that the service consistently exceeds expectations in supporting people to achieve positive, meaningful outcomes. PBS is fully integrated across all aspects of care, with staff demonstrating an excellent understanding of the functions of behaviour, early signs of distress, proactive strategies, environmental adjustments and the importance of behaviour as communication. People's emotional safety and autonomy is clearly prioritised.

Personal plans are exemplary. They contain highly detailed, strengths-based descriptions of how individuals communicate, make choices, express emotions and respond to instructions. Staff follow bespoke guidance such as speaking face-to-face, giving time to process information and respecting personal preferences. Routines are captured and adjusted according to people's engagement levels and mood, reflecting flexible and responsive support. Plans include comprehensive instructions for communication, behaviour support, health monitoring, personal care, community access and emergency actions. This clarity ensures consistent, high-quality practice and smooth handovers.

There is strong multidisciplinary involvement and regular risk-assessment reviews. Risk assessments are thorough, practical and regularly reviewed, with clear control measures. Daily notes—including wellbeing checks, fluid balance, incidents, activities and personal care—are completed in real time and align closely with personal plans, demonstrating excellent auditing practice. Medication practices are robust, with competency checks and frequent audits ensuring safe administration. Health needs are managed proactively through consistent reviews from GPs, psychiatrists, nurses and therapists, leading to timely interventions such as inhaler changes and monitoring of constipation risk.

Care staff demonstrate trauma-informed, compassionate responses to behaviour that may challenge, using reassurance, space, calm tones and consistent approaches. Families highlighted the reliability and responsiveness of the service: *"They have never missed a call… they are flexible when we need them to be,"* and *"They strictly follow their epilepsy protocol."* Another relative told us, *"I have access to Care Control so I can see personal plans and what support they have had."* We observed warm, respectful and humorous relationships, illustrating an active care model that empowers people to develop skills and lead fulfilling lives.

Leadership & Management — Excellent

Leadership and management at the service are exemplary, characterised by a highly effective, values-led culture that consistently promotes excellent outcomes for people. Documents reviewed and discussions with people, care staff and relatives show a service where strong leadership, high workforce competence and a deeply embedded commitment to continuous improvement are evident in all aspects of practice. Leaders demonstrate kindness, respect, inclusion and emotional intelligence, shaping a culture where people and care staff feel valued and supported. Relatives expressed high levels of confidence in leadership: *"All staff, from management, back office and front line often go above and beyond… they really care for our loved one,"* and *"I just want to reiterate how satisfied I am with the service… when things appear easy and seamless, it's usually as a result of a lot of hard work behind the scenes."* Families reported strong communication and reassurance that leaders are accessible, noting, *"We know we can ring the office if we need anything."*

Governance arrangements are robust and highly effective. Excellent responsible individual (RI) visit reports demonstrate strong oversight, reflective governance and a clear understanding of people's lived experiences. Quality of care review reports also reflect insightful analysis, proactive improvement planning and sustained quality. Oversight systems—including staff file audits, monthly quality meetings, and unannounced spot checks—operate to a very high standard. Care staff told us that *"Policies are on a system we can access… personal plans tell us everything we need to know,"* and surveys allow staff to provide honest, anonymous feedback, reinforcing a culture of transparency.

Leaders invest extensively in staff learning and development. Care staff described receiving high-quality training, reflective supervision and regular opportunities to build their confidence and capability. One member of staff told us, *"We get all the training we need… I could not start until I had all the core and specialist training needed,"* while another said, *"I have regular supervisions and appraisals… supervisions reflect on policies."* Staff consistently highlighted a leadership team that is visible and approachable: *"The management team are friendly and approachable – they have made adjustments for me to make sure I can manage childcare,"* and *"I can speak to management about anything."* Staff feel empowered, listened to and encouraged to develop professionally.

We found Highbury Support Services Ltd provides exceptional leadership: a reflective, proactive and outcomes-focused approach that drives continuous improvement and sustains high-quality, evidence-based care.

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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