Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Expanding Horizons Ltd

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The inspection visit took place on 03/12/2025

Service Information:

Operated by:	Expanding Horizons 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 promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

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

Summary:

Expanding Horizons supports adults to take control of their lives and achieve the highest level of independence possible. Recognising that independence looks different for everyone, the service places each individual at the centre of their support planning. It provides a safe, nurturing environment that fosters personal growth, empowerment, and meaningful life choices. Through high-quality, co-produced, person-centred support, people develop life skills, improve wellbeing, and fully participate in their communities.

Wellbeing at Expanding Horizons is excellent. They prioritise physical and emotional wellbeing through timely access to health professionals, support to build healthy routines, and proactive monitoring of changing needs. The service actively promotes Welsh language and culture, offering bilingual communication and opportunities to engage in Welsh traditions.

Care and support is excellent. People receive personalised, co-produced plans, proactive health input, and consistent, skilled support that promotes independence, safety, and wellbeing. Staff know individuals well, respond quickly to changing needs, and enable people to achieve meaningful, long-term outcomes.

Leadership and Management is Excellent. It is compassionate, visible, and effective. They have robust governance systems, strong staff development, and well-established safeguarding and medication practices ensure people remain safe, valued, and empowered to achieve their personal outcomes.

Findings:

Well-being — Excellent

People speak very positively about the service and the care and support they receive. People develop strong rapport and highly effective relationships with care workers, creating a sense of security and trust. This is because the service prioritises positive relationships as a foundation for wellbeing and actively promotes inclusion and respect.

People have a strong voice in how their service is delivered and lead their outcome-focused support arrangements. The service actively seeks feedback from people and their representatives to shape delivery, ensuring voices are central and enabling co-production. People receiving support have the choice to become representatives for the organisation, reinforcing autonomy and choice. Service representatives organise activities and events for people using the service, as well as contributing to wider organisational planning. They also play an active role in appointing new staff and are involved in initiatives that improve service delivery. Daily life reflects what matters most to people, supported by a rights-based ethos and personalised care.

People are supported to have as much control as possible over their day-to-day lives and are supported extensively to understand their rights and entitlements. People are encouraged to develop new healthy lifestyle habits and maintain these independently. There is a strong sense of community and belonging, with frequent person-centred discussions where people lead decision-making. People value planning and accessing activities such as communal dining, seasonal parties, education, and regular community engagement. Support is innovative and adaptive, promoting independence while ensuring 24-hour assistance when needed. This enhances safety and confidence, as one person told us, "*I know I can knock their door at any time in the night.*"

The service actively promotes the Welsh language and culture, providing opportunities for people to communicate in the language of their choice. Staff routinely offer Welsh ("Cymraeg") as part of daily interactions, and key documents, signage, and information are available bilingually. People are supported to participate in Welsh cultural events, celebrations, and traditions as part of their wellbeing and personal identity.

People are empowered through skilled, motivated care workers to achieve self-directed outcomes, with staff providing consistent encouragement, practical guidance, and personalised support that builds confidence, independence, and long-term resilience in all areas of daily life.

Care & Support — Excellent

People are extremely positive about the excellent care and support they receive. The service places a strong emphasis on co-production, ensuring that people's voices and lived experiences shape every aspect of their support. Before anyone accesses the service, staff take time to fully understand their needs through thorough person-centred conversations, ensuring the service can confidently meet those needs before offering support.

Personal plans and risk assessments are detailed, individualised, and include clear, achievable goals that promote independence. This consistent approach has enabled many people not only to achieve their outcomes, but also to sustain these achievements long term and live more independently. Care and support plans are documented and reviewed regularly, with progress monitored and tracked to clearly evidence outcomes. Support plans are routinely reviewed with people and their representatives, ensuring genuine involvement at each stage. One person told us, "*It's changed my life coming here—I actually get to go out and use the bus*."

Highly skilled and motivated care workers deliver consistent, person-centred support. They know people extremely well and respond proactively to changing needs with empathy and professionalism. The service promotes a people-led ethos, working innovatively with partner agencies to adapt support and promote successful futures. The organisation also proactively seeks external specialist training to prepare for new people joining the service and works collaboratively to ensure co-production and long-term, sustained outcomes.

Physical and emotional wellbeing is prioritised. Records demonstrate timely access to health professionals and regular follow-up where needed. Care workers encourage people to build independence and develop healthy lifestyle habits, including cooking, maintaining routines, and engaging in meaningful community activities. Staff receive comprehensive training to understand individual health conditions and can identify changes quickly, following clinical guidance to maintain high standards of care.

People enjoy genuine freedom of choice in their daily routines, with a wide variety of meaningful options available. Individuals are supported to access community events, local shops, public transport, and social groups. Where appropriate, people are encouraged to build skills and pursue education through college placements or online learning. One person told us, "I couldn't wish for better."
People are kept safe by robust safeguarding systems embedded within a rights-based culture. Feedback consistently describes care staff as "*Supportive*," "*Professional*," and "*Patient*."
Medication systems are safe and well managed, with accurate recording and regular managerial audits ensuring high standards of practice are consistently maintained.

Leadership & Management — Excellent

People have high levels of confidence in Expanding Horizons because leaders in the service ensure there is a very strong positive culture. Compassionate leadership drives a culture of kindness and respect, enabling outstanding care. One person said, "*The staff are brilliant. I can't fault them*."

The responsible individual (RI) maintains highly effective oversight of the service. The RI completes the required quality assurance reviews. The RI regularly visits people's homes and encourages feedback from people and staff. This information is used to identify improvements in the service. Audits of quality of care contain detailed analysis and are actively used to drive improvements in the service.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff told us about one of the managers, *"[He] puts the service users before everybody."* Care workers have trust in each other, a member of staff told us, "*Everybody helps each other out.*" Care workers feel value in the work they do, we were told, "I absolutely love working here, it's more than a job." People using the service trust and value the care workers, a person using the service told us, "I know I can knock their door at any time in the night." The provider actively promotes staff well-being, a dedicated wellbeing officer is employed to support staff personally and professionally.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers. The service provider has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. The provider actively involves people in recruitment to ensure staff are chosen in accordance with their wishes.

The service invests heavily in training and professional development. Staff training is comprehensive, with effective structured induction and continuous training provision relevant to the needs of people using the service. Training compliance is very good, nearly all staff have completed all of the mandatory and specialised training required for their role. The training manager consistently monitors staff qualifications and training. Care workers receive regular supervision and are positive about the support received.

Policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

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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