Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Serendipity Care and Support Ltd

Serendipity, 42 New Road, Porthcawl, CF36 5DN

01656 760840

The inspection visits for this service took place between 28/04/2026 and 30/04/2026

Service Information:

Operated by:	Serendipity Care and Support Ltd
Care Type:	Domiciliary Support Service
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:

Serendipity Care and Support is a domiciliary support service which provides care and support to people within a supported living service or in their own homes in the community.

People experience excellent wellbeing outcomes because care staff take the time to listen to what matters most to them, consistently respecting and responding to their wishes and preferences. Care and support is excellent and delivered in a warm, compassionate, and genuinely person-centred way, helping people feel safe, comfortable, and supported within familiar surroundings. Care staff speak with genuine respect about the people they support, reflecting strong, trusting, and meaningful relationships. Care plans and daily records clearly evidence kind and respectful practice, with staff responding promptly to changing needs and providing reassurance whenever required. Personal plans are detailed, person centred, and regularly reviewed, offering clear guidance to support consistent care which reflects individual routines, preferences, and desired outcomes. Robust risk management processes are embedded within the service, ensuring risks related to care needs and home environments are effectively identified, monitored, and reviewed. Leadership and management is excellent, with a strong focus on quality, governance, and continuous improvement. The Responsible Individual (RI) provides excellent oversight through audits, quality assurance systems, and feedback. This ensures safe, consistent care which supports people to live fulfilling, independent lives at home.

Findings:

Well-being — Excellent

People are treated as individuals, with dignity and respect. The service emphasises independence and choice through proactive risk management. People are supported to identify their own goals and outcomes and break these down into achievable tasks to lead them to their goal. Monthly 'My Voice' meetings take place with people's keyworkers, with a focus on goals and outcomes. People's rights are respected, and they are supported to make their decisions as aspirational as they can. People are empowered to seek out education, or voluntary work, as they wish. People and their representatives consistently told us they feel listened to, valued, and treated with dignity and respect.

People receive consistently high-quality support to maintain and improve their health. Care staff ensure people access the right care at the right time, with health and support needs reviewed regularly. Personal plans are updated promptly whenever changes occur. The service works proactively and collaboratively with health and social care professionals, escalating concerns without delay and acting on professional guidance to strengthen care planning and outcomes. Appropriately trained and competent care staff support people to receive their prescribed medication safely and accurately, in line with local procedures, promoting the best possible health and wellbeing outcomes.

People experience genuine choice and control over their daily lives wherever possible. Individuals and, where relevant, their advocates take an active role in the planning and reviewing of their care. Personal plans reflect people's preferences, routines and goals, ensuring staff deliver tailored, person-centred support. Care staff promote independence by encouraging people to develop skills which strengthen their autonomy and confidence. People are supported to take part in activities of choice, both within their homes and the wider community. The RI seeks people's views directly and uses their feedback to drive continuous improvements.

Systems are in place to help protect people. The service ensures staff are recruited safely and all relevant checks are completed prior to employment. Care staff receive ongoing training to support them to have the correct skills, including safeguarding training. The service identifies potential risks to people or care staff and develops plans around how to manage these. People have access to information to help them raise issues. The service provides a written guide, containing practical information about the service and care provided, and information about the complaints process if needed. People and their families told us they feel people are safe.

Care & Support — Excellent

People receive an excellent standard of care and support. People and their families are extremely complimentary about the service, telling us "*The standard of care is absolutely brilliant*", "*They jump through hoops when they don't necessarily have to*", "*You would have to search long and hard to find a better crowd*", "*I'd be lost without them, I think we've been extremely lucky to have them*" and "*we all have a barrel of laughs together, we are like a tight knit little family".* The provider undertakes comprehensive assessments of need before a person begins receiving a service, ensuring they can meet those needs effectively. Personal plans are person-centred, detailed, and proportionate, incorporating relevant risk assessments linked to people's outcomes. They accurately reflect individual needs and provide clear guidance for staff on how people prefer to receive support. Wherever possible, people and/or their relatives are involved in developing personal plans, setting goals, and agreeing outcomes, with regular review meetings held. Daily records are appropriately maintained and provide sufficient information to demonstrate each person's care and support journey. A community psychiatric nurse told us "*They are able to offer a multi-disciplinary approach – with regards to having an Occupational therapist and Mental health Nurse work for them, which is something one of our other main providers in Bridgend doesn't have. I feel this allows them to take more of a holistic approach to patient care and helps them to be able to manage patients who may have more risks involved*."

People benefit from being supported by a familiar care team. This consistency enables care staff to develop meaningful and trusting relationships and a thorough knowledge of each person's communication methods, routines and changing needs. People are encouraged to share their views about how their care should be provided, and staff adapt their approach accordingly. This ensures care is centred on the individual rather than a task-based approach. People told us, "*They achieve a balance between professionalism and friendliness*", "*absolutely wonderful, can't fault them*" and "*the standard of care is absolutely brilliant, they treat me as a human being*." The provider has an inhouse therapy team consisting of Occupational Therapist, Nurse Consultant and Psychiatry support.

People are kept exceptionally safe through strong and well-embedded safeguarding practice. We found the service promotes openness, transparency, and accountability, with safeguarding clearly understood as everyone's responsibility. Care staff demonstrate a strong knowledge of how to recognise, respond to, and report safeguarding concerns. Safeguarding training is current and effective. Robust safeguarding policies and procedures are in place and were seen to be consistently followed in practice.

High standards of hygiene and infection prevention are consistently maintained. Staff follow infection prevention and control procedures at all times. Appropriate supplies of personal protective equipment (PPE) are readily available, with staff using these correctly and with confidence. The

service has clear infection prevention policies in place, which are fully embedded into everyday practice. This significantly reduces the risk of infection and provides strong assurance people's health and safety are well protected.

Leadership & Management — Excellent

The service benefits from a committed and highly effective leadership team, supported by strong governance arrangements which consistently promotes the delivery of a high-quality service. Clear values underpin all areas of practice, ensuring people receive care from a skilled, compassionate, and professional workforce. The RI is highly visible within the service, offering regular support and actively engaging in day-to-day operations. Managers demonstrate enthusiasm and maintain outstanding working relationships with care staff, fostering a positive and inclusive culture. Care staff told us, "*I would recommend working for Serendipity Care and Support*", "*It's the best job I've ever had, I feel like we are a family*" and "*I would 100% recommend working for Serendipity Care & Support - in the 10 months I have been with Serendipity Care & support, I feel like I have been here forever with the warm welcome and clear structure to complete my role*".

People are supported by a stable, enthusiastic, and highly skilled staff team. Recruitment processes are robust, with thorough pre-employment checks completed before staff begin their roles. New staff receive a comprehensive induction, and there is a wide range of training opportunities to ensure staff have the skills and knowledge needed to deliver effective care. Staff spoke positively about their access to learning and development and highlighted the encouragement they receive to undertake leadership qualifications. This includes courses delivered by the Institute of Leadership and Management (ILM). All care staff are registered with Social Care Wales, the workforce regulator. Staff told us they feel genuinely valued, respected, and well supported. The manager outlined a variety of incentives, benefits, and reward schemes designed to recognise care staff contributions. Formal supervision sessions are held regularly, giving staff the opportunity to reflect on their roles and raise any concerns. Key documents, including policies and procedures, are reviewed routinely and updated as required.

The service demonstrates a clear and well-established vision and ethos. Its aims and values are set out transparently in the Statement of Purpose and are embedded in everyday practice. A comprehensive written guide is available for people using the service, offering clear and practical information. The service places strong emphasis on engagement and feedback, providing a wide range of formal and informal opportunities for people and their representatives to share their views. Recently, the organisation's values were reviewed and refreshed collaboratively with staff and people using the service, further strengthening its positive culture and commitment to continuous improvement.

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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