Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Integra Community Living Options DSS (Cardiff & Vale)

Integra Community Living Options Ltd, The Maltings, East Tyndall Street, Cardiff, CF24 5EA

02920494445

https://nationalcaregroup.com/service/integra-community-living-options-dss-cardiff-vale-cardiff/

The inspection visit took place on 11/03/2026

Service Information:

Operated by:	Integra Community Living Options Limited
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	Good
Care & Support	Excellent
Leadership & Management	Good

Summary:

Integra Community Living Options Domiciliary Support Service provides support to people in their own homes who are living with a mental health diagnosis, mental health condition, or brain injury in South Wales. The service's aims and support are tailored to meet people's needs, providing day and night care of up to 24 hours a day when required.

Well-being is rated Good because people feel listened to, respected, and supported to maintain routines and activities which matter to them. People report positive relationships with staff and regular opportunities for social contact and community involvement. They feel safe using the service and receive support which promotes emotional comfort, choice, and control over daily life.

Care and Support is rated Excellent due to the, proactive, and person-centred practice consistently demonstrated. Personal plans are comprehensive. Staff provide skilled support that enhances people's independence, well-being, and stability. We saw examples where people experience exceptional outcomes, including increased confidence, improved daily living skills, community engagement, and emotional resilience.

Leadership and Management is rated Good because governance is robust, staff are well supported, and leaders maintain a positive, responsive culture. Supervision is strong, all core

training is completed, and effective audits ensure reliable service delivery. Leaders visit the service and use relevant information to drive continuous improvement.

Findings:

Well-being — Good

People experience positive well-being because staff treat them with dignity, respect, and attentive support. People describe feeling happy and report positive relationships with staff. We observed staff listening carefully, taking time to support people to communicate at their own pace, and encouraging them to express their wishes. People maintain routines which support their well-being, choosing calm activities, community visits, or meeting family and friends. They are also supported to plan holidays and trips away, enabling them to create lasting memories and experience what matters most to them.

People have regular opportunities for social contact and community involvement. They attend parties, meet friends, and take part in activities that enhance their sense of belonging. Staff promote independence through positive risk management and provide clear information helping people make informed decisions. This enables individuals to take greater control of their daily lives while feeling supported and safe. Planned activities and informal interactions help people maintain positive emotional and social well-being.

People receive strong support to maintain their physical and mental health. Staff work proactively with external professionals to ensure individuals receive timely and appropriate support. Activities promote emotional regulation, physical health, and social connection, helping people achieve their personal aspirations. People are supported to manage their tenancy agreements, look after their home, and feel secure, with effective systems in place to identify and address risks. Individuals report feeling protected from harm and neglect.

People feel safe using the service. Staff understand safeguarding responsibilities and support individuals to raise concerns in ways which suit their communication needs. Accident and incidents are reported, investigated thoroughly, and used to strengthen practice.

People are supported to maintain meaningful relationships. Staff value the importance of family, friends, and key relationships and use technology or direct support to facilitate ongoing contact. Individuals also build positive relationships with others using the service, supported by staff who encourage respectful interaction and community engagement. The service promotes people's rights and entitlements and supports them to participate actively in decisions which affect them. Leadership and management are exploring ways to strengthen this further.

Care & Support — Excellent

Care and support at the service is delivered to an exceptionally high standard, with staff consistently going the extra mile to enhance people's well-being. Care planning is highly comprehensive, integrating proactive mental health strategies, skilled therapeutic approaches, and clear reactive plans for when needs escalate. Personal plans demonstrate excellent awareness of emotional well-being, early escalation indicators, and meaningful engagement, showing that staff understand people's needs in depth and respond with thoughtful, person-centred practice. Daily records and care planning also evidence strong emotional oversight, mental health monitoring, and purposeful activity to sustain people's stability and progress.

All people spoken with rated their care and support as "*excellent*" and described the approach from staff as "*exceptiona*l", "*I love it",* describing staff as helpful and supportive of their independence.

Highly individualised support is significantly improving people's independent living skills, confidence, and well-being. This is clearly evidenced through the progress of a person's experience, who has made significant gains in independence and well-being. They have developed independent living skills, safe travel skills, enabling confident use of public transport, and now access the community with reduced staff support. They have made good friendships and join in with activities which help them understand and manage their feelings. This is helping them become stronger and better able to cope with things that may remind them of past trauma.

Continuity of care is a key strength. A small, consistent team enables trusting, meaningful relationships, reflected in positive feedback from both individuals and staff. Friendships have also been nurtured, with evidence of people progressing from staff-supported interactions to spending time together independently.

The service uses skilled and caring approaches to support people. Staff understand people's mental health needs, use positive behaviour support to help them feel safe and settled, and take time to reflect on their work so they can keep improving the care they provide. Staff work confidently with complex mental health needs and crisis planning, with good understanding of proactive risk management. The service provider uses very strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes.

Leadership & Management — Good

Leadership and management at the service are effective and provide the structures, oversight, and organisational resilience needed to support good outcomes for people. Staff describe the manager as excellent, accessible, and highly responsive. Managers promote a positive culture where staff feel valued and confident to raise concerns, reflecting strong professional relationships and psychological safety. Senior staff maintain a visible presence, modelling high standards and guiding the direction of practice.

The service has well-established governance arrangements supporting safe, effective delivery. Responsible Individual (RI) visits produce detailed oversight reports, and leaders use a range of governance systems and audit checks to monitor performance and to identify improvements required. The leadership team meets regularly to look at patterns and trends across the service. They consider any new issues that arise and put new ideas in place to keep improving the quality of care. Their systems help them check important quality measures often, so they can deal with any problems quickly and continue to make the service better.

Leaders ensure policies and procedures remain current and understood by staff. Policies are regularly reviewed to reflect legislation and national guidance, and staff apply them consistently in daily practice. Leaders collaborate effectively with external agencies, using professional feedback to shape improvement plans and strengthen practice. They also create space for innovation by encouraging new ideas and evaluating new approaches that may benefit people.

The service provider maintains robust staffing arrangements that enable people to achieve their personal outcomes. All training is completed and staff receive regular supervision and annual reviews that support their development and competency. Recruitment and vetting processes are thorough, ensuring permanent and agency staff are suitably qualified, safe, and fit to work. Staff induction and ongoing training equip them with the knowledge and skills required to meet people's needs confidently and safely.

People benefit from a consistent staff team who are familiar with their needs, preferences, and routines. Staff deployment reflects individual care and support plans, allowing people to receive care at the right time and in the right way. People know their staff well, which strengthens trust and communication.

Leaders ensure people feel safe raising concerns and confident they will be listened to. Concerns and complaints are handled promptly and sensitively, with learning identified and used to strengthen future practice.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.