Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Link-Up Care Ltd

Office 25, Llynfi Enterprise Centre, Heol Ty Gwyn Industrial Estate, Maesteg, CF34 0BQ

01656 812796

The inspection visit took place on 07/08/2026

Service Information:

Operated by:	Link-Up Care
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	Good
Leadership & Management	Good

Summary:

Link Up Care Ltd is a social enterprise business offering day to day activities, respite and domiciliary support to people and their families in the Cwm Taf Regional Partnership Area. They provide personal assistants (PA) and supported living arrangements to people with autism, a learning disability, and physical needs.

People receive good care and support from the service which helps them to achieve excellent wellbeing outcomes. They have plans detailing their individual support needs and personal goals. These are reviewed regularly, and involve people and others involved in their care. People and their representatives are very complimentary about the positive relationships they have with support staff and the management team. People are involved in the care planning process and participate in activities, groups, holidays and work opportunities of their choosing. Leadership and management are good. Support staff feel well supported, confident and happy in their roles. Regular one to one supervision, monitoring, team meetings, and opportunities to come together are provided to staff. A variety of both mandatory and specialist training is provided and is a mix of face to face and online. There are systems in place for monitoring and reviewing the quality of the service which also involve people using the service. The responsible individual (RI) visits the service regularly and has very good oversight of service provision.

Findings:

Well-being — Excellent

Well-being is excellent because, with few exceptions, people are supported to have as much control as possible over their day-to-day lives. The service carries out assessments prior to a service starting and seeks to match the right support staff to people. Staff develop plans with people and their representatives, using appropriate assessment tools. A useful tool, 'My Plan', is used to record people's goals and show how people have progressed in meeting these. People also attend customer meetings and groups at the service, which gives them the opportunity to discuss matters important to them and how the service can be further developed. Examples include recently developing a new logo for the service which people told us they were fully involved in, and the service purchasing an accessible caravan in a local holiday park for people to use. Documentation such as a statement of purpose and written guide are available to people in a variety of formats and provide information on the service, how to raise a complaint, and details of advocacy services.

People's language and communication needs are considered. The service is working towards providing the Welsh language offer. There is a Welsh language policy at the service and documentation such as the written guide can be provided in Welsh and other formats on request. The are currently no Welsh speaking people who use the service, although a Welsh speaking staff member is available to provide support if needed. Support staff also complete basic Welsh language training as part of their Qualifications and Credit Framework (QCF).

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. Personal plans are person-centred and evidence people participating in social and other activities of their choosing, such as paid employment. People told us of things they like to do with their PAs such as swimming, bingo, bowling, going to the cinema, days out, and holidays. People can also access the provider's Digi lab/Day Centre that offers a variety of activities and the chance to develop skills such as use of computers and cooking. The support provided enables people to develop and maintain friendships, share hobbies and interests, spend time together, and help each other. People are supported to live well and achieve self-directed outcomes, such as attending local groups to enable them to stay fit and well.

People are safe and protected from abuse and neglect. Robust safeguarding policies and processes are in place. Support staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people and receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. Risk assessments are

completed and highlight any areas of concern, and there are effective mechanisms in place to ensure people can voice their concerns.

Care & Support — Good

People experience good care and support. An assessment is completed prior to a person starting with the service to ensure their needs can be met. A personal plan is developed with the person and if appropriate, their representatives. Risk assessments consider risks to people's health and well-being and ways for keeping people safe. We saw personal plans are reviewed and updated regularly, are person-centred and consider people's goals. People told us they are involved to ensure recorded information remains relevant and meaningful.

People are supported by highly skilled staff who have a very good understanding of their individual needs and preferences. Support staff know people well and interact in a warm, calm and friendly manner. People told us staff arrive on time and support them to do the things they want to do. A stable staff team with low turnover provides consistency and familiarity for people using the service.

Support staff and the management team have positive relationships with the people they support and their representatives. Feedback from people describe the support staff as "*Great*" and "*Good staff for me".* One relative said, *"They're a nice lot"* and that their loved one's *"Confidence has improved…very much enjoys going".* They also told us they felt confident they could contact the management team with any issues or concerns.

People are supported to maintain their health and well-being. The service has good links with local health and social care services such as social workers, learning disability teams, speech and language therapists, and specialist epilepsy nurses. People are supported to attend health appointments such as opticians and for hearing tests, and to follow advice and guidance to help them stay fit and well. People are also supported with their medication if required, and in reducing the risks of infection in accordance with national guidelines and service policy. Medication management procedures are in place. There are policies aligned with best practice guidance and support staff receive training to ensure they remain sufficiently skilled. The risks of infection are reduced and managed as staff understand and implement safe practices to prevent infection. This includes the appropriate use of personal protective equipment such as masks, gloves and aprons as required, and good hand hygiene.

Leadership & Management — Good

Leadership and management are good. The service makes sure there are enough suitably qualified and trained support staff to deliver good quality care and support. All staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for, which is a mix of online and face to face. Support staff feedback is this is of good quality and gives them the skills and knowledge to carry out their roles well. Staff describe the opportunities to learn and develop at the service as "*Excellent"* and told of being supported to gain further qualifications such as the QCF and National Vocational Qualifications (NVQ). An electronic management application enables staff to log in and out of calls, access rotas, personal plans, policies, supervision and training, and other information relating to the service.

Staff receive regular one to one supervision, an annual appraisal, attend team meetings, and say they feel well supported. Feedback from staff included "*It's the best…treat you like a person*" and "*I absolutely love it…it's so rewarding…it's not like work*". The management team are described as "*Great...very approachable and really fair"* and supervision with them *"Really help me to reflect back and build my confidence".*

Strict selection and vetting processes ensure support staff are qualified, trustworthy and suitably fit to work at the service. All regulatory required information including references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks are in place. People who use the service are involved in the recruitment process, and staff complete a structured induction when they commence employment, including training and shadowing other staff. Support and management staff are registered with Social Care Wales as appropriate, which is done to ensure they have the skills and qualifications needed for working in the care sector.

The provider's oversight and governance arrangements foster a positive, compassionate culture in the service. They engage people, families and staff in quality assurance processes through reviews, satisfaction surveys, customer, and team meetings. People and their families told us they feel confident raising any concerns with support staff or the management team. We saw audits are routinely completed by the management team including at the Day centre/Digi lab, office, and supported living house. Records confirmed the RI and wider management team are visible at the service regularly, meet with people and support staff, and have good oversight of service delivery. Quality of care reviews are completed every six months to assess the quality of the care and support provided at the service and identify areas where improvements can be made. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective. The provider's Annual Return was received by Care Inspectorate Wales in 2026, as required.

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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