Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

MacIntyre Supported Living Wales

Unit 2, Plas Pentwyn, Coedpoeth, Wrexham, LL11 3NU

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www.macintyrecharity.org

The inspection visit took place on 10/03/2026

Service Information:

Operated by:	MacIntyre 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	Excellent
Leadership & Management	Excellent

Summary:

MacIntyre Supported Living Wales provides bespoke support to people through a supported living model of care. They provide support to people with learning disabilities and those with additional needs such as physical disabilities, sensory impairment, complex health needs, dementia and autism. They operate in the area of Wrexham.

Well-being outcomes for people are consistently excellent because the service embeds a rights-based and person centred-approach to their service delivery.

Quality of care and support is excellent as we found highly personalised care documentation, consistency in care and skilled and responsive support being provided.

Leadership is excellent as we found the leadership and management team to be highly visible, compassionate and future-focused. Leaders model organisational values consistently and cultivate a culture where excellence is expected, supported and achieved.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because the service delivers a consistently rights-based, person-centred and strengths-focused approach. The quality of Positive Behavioural Support (PBS) is exemplary. 'Compassion First PBS plans' in place are highly individualised and clearly promote skill development, independence and personal growth. Care staff use detailed protocols and tools such as the disability distress tool to develop deep, personalised understanding of each person's emotional presentation. This ensures support is proactive, attuned and genuinely therapeutic for each person.The service demonstrates an outstanding commitment to promoting people's rights and autonomy. Restrictions checklists are used routinely and purposefully, with clear evidence of ongoing review and a drive to reduce and prevent restrictive practice. We found a culture where the least-restrictive approach is prioritised at every opportunity. People's choices are consistently respected, including when individuals decline to participate in assessments or activities; staff demonstrated a strong ethos of voice, consent and control in everyday practice.

Communication support is an area of exceptional strength. Communication dictionaries and profiles, developed collaboratively with individuals, provide precise and accessible guidance on how people express themselves. This ensures care staff understand each person's preferred methods of communication and respond in ways that are respectful, safe and emotionally supportive. Easy-read tools, support guides and agreements enhance accessibility further, empowering individuals to make informed decisions about their lives. One person told us the service *"focuses on the individual needs, preferences, and choices of each person, making sure support is tailored rather than a one-size-fits-all approach."*

The service excels in promoting community belonging, contribution and identity. MacIntyre's 'Everyone Everywhere' approach is deeply embedded and drives a powerful shift in how people see themselves and are seen by others. Individuals are encouraged and supported to be active contributors, moving from *"someone needing help"* to *"someone who has something valuable to give."* This has a demonstrably positive impact on people's self-esteem and social confidence. The employability working group strengthens this further by finding pathways into meaningful employment, reflecting a strong belief in potential, aspiration and independence.

Safeguards that support well-being are robust and well-embedded. Financial oversight is strong, with structured cash sheets and random checks reducing the risk of financial abuse. Autism spotlight sessions, MacIntyre's clearly articulated DNA and a comprehensive adult social care work plan together create a coherent framework that promotes rights, inclusion, partnership working and continuous improvement. One person described the organisation as *"a kind and supportive company that treats the people they support and staff with dignity and respect,"* while another said, *"the progress people have made in the last five years has been amazing."*

Care & Support — Excellent

Care and support delivered by the service is of an excellent standard, characterised by highly personalised planning, exceptional consistency of practice, and an embedded culture of rights-based, trauma-informed support. Personal plans are detailed, strengths-based and clearly reflective of each person's personality, communication style, routines and preferences. They contain step-by-step guidance that enables care staff to provide safe, consistent and meaningful support, ensuring individuals receive care tailored precisely to their needs. Daily records show people's support is delivered consistently and their well-being is closely monitored. This level of detail demonstrates a highly responsive and reflective service where care is continually adapted based on people's changing needs.

Positive Behavioural Support (PBS) practice is exemplary. Compassion First PBS plans follow a clear traffic-light framework, enabling proactive, preventative and post-incident approaches. There is a strong emphasis on supporting people to feel regulated, recognising early signs of distress, understanding behavioural function and adjusting support to prevent escalation. Where behaviours of concern occur, plans in place inform care staff of the safest and least-restrictive responses to take. Post-incident guidance supports recovery, emotional regulation and staff reflection, promoting continuous organisational learning. Care staff access quick-reference tools and documents, ensuring support is consistent, precise and attuned to individual needs. Records indicate all care staff have read and signed relevant PBS documents.

Risk management processes are comprehensive and robust. Individualised risk assessments cover a range of relevant areas of support and risk assessments completed are proportionate based on people's needs. The quality of risk assessment is notably high, with clear emphasis on minimising restrictive practices and supporting informed choice. "Out and About" agreements and financial capacity tools, such as Me and My Money workbooks, evidence strong involvement of individuals in decision-making.

Health support is equally strong. Detailed health documentation, including Bright Smiles mouthcare and health calendars, ensures excellent preparation for attendance at healthcare appointments. Hospital grab sheets are particularly thorough, describing personal anxieties, communication needs and sensory preferences. Medication support is safe and well-managed, with accurate medication administration records (MAR's), clear PRN (when required) medication protocols, competency assessments and additional scrutiny from the area manager. Easy-read medication information promotes understanding and autonomy.

Observation at inspection showed warm, positive relationships between people and care staff, characterised by trust, empathy and genuine connection. Feedback reflects this strongly, with one person telling us, *"Their values… staff genuinely care,"* and another describing *"amazing progress"* achieved through supportive, collaborative care.

Leadership & Management — Excellent

Leadership and management within the service are exemplary. Leaders demonstrate a clear, values-driven vision that is strongly embedded across all levels of the organisation. Care staff consistently described leaders as *"ambitious for people and care staff while maintaining realistic expectations,"* reflecting an approach that prioritises both high standards and care staff well-being. The open-door culture is deeply embedded and fosters approachability, transparency and trust. Managers remain visible and engaged, often working alongside care staff, which strengthens credibility and reinforces the shared organisational ethos.

Care staff express exceptionally high levels of satisfaction and pride in working for the service. Many described it as *"the best place I have worked,"* with strong themes of kindness, professionalism and respect consistently reported. The management team is regarded as *"brilliant"* and *"very well managed throughout,"* contributing to excellent morale, motivation and retention. Care staff describe the team dynamic as a *"family,"* supported by both managers and the area manager, which creates a cohesive and supportive working environment.

Leaders invest heavily in workforce development. Care staff report high-quality training, robust induction and meaningful opportunities to progress, including internal promotions and access to external leadership programmes. Managers encourage care staff to step outside their comfort zone in a supportive way, building professional confidence and resilience. Care staff told us, *"Opportunities to learn and develop are good,"* and many cited training as a key reason for their job satisfaction.

Governance arrangements are exceptionally strong. Recruitment processes are stringent and values-based, ensuring new staff align with the organisation's ethos. Safe and thorough recruitment checks are in place to help protect people. Regular supervisions, appraisals and medication competency assessments are completed.

Quality assurance processes are robust and continuous. The area manager completes best-practice visits on a regular basis. Quality of care reviews and Responsible Individual (RI) visit reports demonstrate a strong commitment to learning, reflection and improvement across the service. Leaders respond to concerns transparently and proactively, using action planning, coaching and mentoring to drive improvement. MacIntyre Connect digital staff forums ensure ongoing communication, enabling care staff to engage with organisational updates and share learning across teams.

Partnership working is excellent, with effective collaboration with health colleagues, local authority teams and PBS specialists. This ensures people experience consistently high-quality, joined-up support. Care staff reported that *"everyone we support is happy and settled,"* demonstrating clear leadership impact on outcomes.

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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