Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Seren Ffestiniog Cyf

Uned 1 & 2 Llwynygell, Blaenau Ffestiniog, LL41 3NE

01766832378

The inspection visit took place on 28/04/2026

Service Information:

Operated by:	Seren Ffestiniog Cyf
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh
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:

Seren Ffestiniog Cyf demonstrates excellent practice in promoting well-being across all aspects of people's lives. A strong person centred and rights-based approach places individuals at the heart of everyday life. People feel valued, respected, listened to and confident to express themselves. Care staff know individuals well and support emotional, physical, social and cultural well-being. Meaningful relationships, purposeful activities, learning and community inclusion enhance confidence, independence and belonging. The Welsh language is embedded through the Active Offer, strengthening identity, communication and wellbeing.

Care and support are consistently excellent and deliver exceptional outcomes. Individuals are active partners in planning, delivering and reviewing their care. Personal plans of care are personalised, outcome focused and guide daily practice effectively. Care staff promote voice, choice and positive risk taking while maintaining safeguarding arrangements. Medication management is safe and person centred. Compassionate, trusting relationships support sustained progress in independence, life skills and health outcomes.

Leadership and management are excellent. A clear vision and strong values provide assurance of quality and safety. Managers prioritise staff well-being, effective supervision and learning. Feedback, audits and oversight inform reflective practice and service development. The service

provides strong assurance of safe, effective and excellent practice.

Findings:

Well-being — Excellent

The service delivers excellent well-being outcomes by placing individuals at the heart of everyday life. Practice is firmly person centred and rights based, ensuring individuals feel valued, respected and listened to. Care staff know individuals well and use this understanding to support meaningful engagement that promotes confidence, independence and emotional security. People present as settled, motivated and comfortable with the service, demonstrating positive emotional well-being and a strong sense of belonging. Relationships between care staff and individuals are warm, consistent and trusting. Care staff communicate respectfully and respond sensitively to emotional needs, providing reassurance, encouragement and stability. People feel safe to express their views, feelings and preferences and are supported to be themselves. Families consistently report positive experiences and high levels of reassurance. One relative stated, *"We feel confident that our child is happy, safe and cared for in a kind, homely environment." This* feedback reflects the positive impact of the service on individual well-being and family confidence.

People access a wide range of meaningful activities that support emotional, physical and social well-being. Activities are chosen by individuals and planned collaboratively through regular discussions, weekly talk times and ongoing day to day conversations. Individuals participate in community walks, café and pub visits, social and chat groups, fitness activities, swimming, gym attendance, cinema trips, holidays and seasonal events. These opportunities support social inclusion, routine and enjoyment, and individuals demonstrate enthusiasm, motivation and pride in their participation. People take part in dance and movement sessions delivered through local partnerships, including large scale community performance events. These activities promote physical health, self-expression and confidence.

People are supported to engage in purposeful roles, including hotel work, gardening, shop preparation, cleaning and event support. Some individuals access paid employment or volunteering for the first time. These opportunities promote confidence, pride, aspiration and financial well-being. Care staff reduce barriers by offering encouragement, transport and flexible support so individuals participate safely and confidently, remain connected to family and community, and sustain positive daily routines that enhance well-being.

Care & Support — Excellent

The service delivers excellent care and support that is consistently person centred, rights based and focused on achieving meaningful outcomes for individuals. People are treated as active partners in their lives, with care shaped around what matters most to them. Care staff know individuals very well and provide support that promotes dignity, independence, equality and choice. Individuals experience care that is responsive, respectful and enables them to live with confidence and purpose.

Care and support planning is a clear strength. Individuals are meaningfully involved in developing, reviewing and updating their plans, ensuring their voice is central at every stage. Plans are personalised, outcome focused and written clearly, reflecting individual needs, strengths, communication preferences, interests and aspirations. Care staff use care and support plans effectively to guide daily practice and review progress regularly. This ensures support remains proportionate, relevant and responsive as individuals' goals and circumstances change. The service uses Log My Care effectively to record, monitor and review care and support. Care staff complete records accurately and consistently, providing clear evidence of how care is delivered and its impact on well-being. Log My Care supports communication and oversight, enabling managers to monitor practice, respond promptly to concerns and drive improvement. Records demonstrate a strong focus on outcomes, safeguarding and consistent care.

Voice, choice and participation are embedded in everyday practice. Individuals make decisions about routines, activities, relationships, work opportunities and aspirations. Care staff support decision making through regular, meaningful conversations. Individuals report feeling listened to and respected. One person stated, "*They always ask me what I want and help me do things my way.*" This reflects a strong culture of collaboration and respect. Care staff build strong, trusting relationships with individuals and families. Families express confidence in the quality of care. One relative stated, "*We trust the care staff completely; they know our child well and genuinely care.*" Care and support are holistic, consistent and improve quality of life for individuals every day.

Risk is managed positively and proportionately. Care staff work closely with individuals and families to identify risks and agree arrangements that balance safety with independence and choice. Risk assessments are personalised, reviewed regularly and support positive risk taking. Safeguarding is robust and care staff act promptly to always keep people safe. Medication management is safe and person centred. Care staff follow clear procedures for administration, recording and monitoring, supporting health and well-being consistently and securely.

Leadership & Management — Excellent

Leadership and management provide clear, confident direction that underpins safe, effective and high-quality practice. The Seren Ffestiniog Board, Responsible Individual (RI) and management team set a shared vision that places people's rights, well-being and outcomes at the centre of the service. This vision is communicated consistently and is well understood by care staff, who apply it confidently in day-to-day practice. This creates a shared sense of purpose, stability and accountability that supports positive experiences and outcomes for individuals. Board members and managers model inclusive and respectful behaviours. They promote a culture where care staff feel supported, listened to and valued. Care staff describe managers as approachable and responsive and feel confident to seek guidance, raise concerns and reflect on practice. One member of care staff commented*, "We are supported to do the best for people, and managers always listen and help us find the right solutions."* This culture supports openness, trust, staff morale and consistency in the care provided.

Governance arrangements are robust and proportionate. Management maintains oversight of quality, safeguarding, risk management and performance. Audits, monitoring systems and feedback from individuals, families and care staff are used to assess how the service operates. Information is reviewed regularly to identify strengths and areas for improvement. Action is taken promptly where required, and learning from incidents, complaints and concerns is shared and used to strengthen practice. The RI plays an active role in oversight of the service. RI visits take place regularly and focus on quality of care, safety, safeguarding and outcomes for individuals. Visits include engagement with individuals, care staff and managers, providing independent scrutiny and assurance. Findings are recorded clearly and inform service development and action planning. The management team responds promptly and demonstrates reflective practice and accountability.

Managers prioritise safe recruitment and workforce development. Recruitment processes include appropriate pre-employment checks to ensure care staff are suitable and competent to work with vulnerable people. Induction arrangements are structured and comprehensive, supporting care staff to understand expectations, values and individual needs. Training is planned and reviewed regularly so care staff maintain the skills required to deliver safe, person-centred care.

Supervision arrangements are embedded and effective. Care staff receive regular, structured supervision that supports reflective practice, well-being and professional development. Supervision discussions address safeguarding, risk and performance and are used to monitor standards and support improvement. Leadership and management promote openness and transparency. Individuals, families and care staff feel confident raising concerns within a clear no blame culture. Responses are timely, constructive and respectful. The RI provides strong assurance that the service is well governed, reflective and improving in the best interests of individuals.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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