Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Inspired Homes Network Ltd.

7 The Reserve Llanrwst Road, Glan Conwy, Colwyn Bay, LL28 5SX

07495487432

The inspection visit took place on 20/07/2026

Service Information:

Operated by:	Inspired Homes Network Ltd.
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:

Inspired Homes Network provide a domiciliary support service to assist people with a learning disability or autism to live independently in their own home. The service currently supports people living within Conwy. Support staff know people well and have formed trusting relationships with them. People know the staff rota which adds a sense of security for them. These strong relationships assist people in achieving excellent wellbeing outcomes, including strengthening relationships with friends and family, and engaging in the local community.

People receive good care and support. They have detailed personal plans, risk assessments and positive behaviour support plans, which are followed by support staff. They are supported to access health and social care professionals when additional support or advice is needed.

The manager and responsible individual (RI) are heavily involved in the service and know people well. They ensure good leadership and management is maintained, through a well-supported staff team.

Findings:

Well-being — Excellent

People are supported to have a strong voice and meaningful control over their daily lives. During our inspection, people appeared relaxed, comfortable and happy. They spoke positively about their home, interests and activities that were important to them. Warm and respectful interactions were observed between people and staff, demonstrating positive relationships and a support approach that recognises each person as an individual. Support staff show an excellent understanding of people's preferences, routines and communication needs and are able to describe how they adapted their support to meet these effectively.

People are enabled to make everyday choices and decisions about their lives. Support staff are flexible in their approach, adapting to people's needs. They employ a balanced approach to promoting independence, recognising when they can encourage and promote independence whilst knowing when to step in and help. Relatives appreciate the sensitive and highly skilled approach taken by support staff and report people have made excellent progress in achieving their wellbeing outcomes.

The manager and RI have a strong commitment to promoting people's rights and wellbeing beyond the expectations of a domiciliary support provider. The service actively advocates for people when issues arise which may impact their wellbeing outcomes, such as housing issues. Management and support staff work closely with relatives to ensure people's rights are upheld. Advocacy referrals are made when appropriate.

People are protected from harm through a clear understanding of risks, triggers and preventative strategies. Support staff have detailed knowledge of people's individual needs and the actions required to minimise any episodes of agitation or distress. Incident records evidence a reduction in both the frequency and impact of incidents for people. We saw the majority of incident triggers are unpredictable, meaning the support staff are effectively managing any know triggers. Relatives and support staff told us people are settled in the service, and they have seen a significant reduction in incidents. This is resulting in highly improved wellbeing outcomes for people.

Support staff assist people to maintain and strengthen relationships that are important to them. Some people have made significant progress in rebuilding family relationships. One person was pleased to tell us how they now maintain regular contact with family members, and how important this is to them. People are supported to attend family events and have achieved personal goals such as spending Christmas with family. Community participation is also actively promoted, with regular access to activities and places that reflect people's interests and preferences. People have a consistent staff team and know who to expect and when. Preferences for male or female staff are met. The service provider can offer support to people in the Welsh language if this were requested. They have Welsh speaking staff and can translate documents into Welsh if required.

Care & Support — Good

People have highly personalised care and support plans which reflect a detailed understanding of their needs, strengths, preferences and aspirations. Care records are comprehensive and contain extensive information about people's life history, interests, routines, communication needs and the outcomes that are important to them. Documentation clearly identifies what people can do independently, while also recognising areas where support is required and any potential risks.

Care planning records include detailed descriptions of people's preferred routines, likes and dislikes, and practical guidance for staff on how support should be delivered. Information is presented in a way that enables staff to understand not only what support is required but also why specific approaches are important. Support staff have a thorough understanding of people's individual needs and can explain how they tailor their approach to promote positive outcomes. This is reflected in daily records, which evidence care being delivered in accordance with assessed needs and personal preferences. Records provide a detailed account of people's day-to-day experiences and clearly demonstrate that support is centred around what matters to them.

Support staff encourage people to improve their health and wellbeing outcomes. They promote healthy lifestyle choices as far as possible, resulting in improvements to people's hydration and nutrition. The service also works effectively with healthcare professionals when required, ensuring specialist advice and support is accessed in a timely manner. They ensure people's medication is reviewed regularly.

People are protected through a structured and proactive approach to risk management. Comprehensive risk assessments cover a wide range of areas relevant to people's circumstances. These assessments are detailed and regularly reviewed.

Support staff have access to detailed positive behaviour support plans, which clearly identify known triggers, early warning signs and strategies for prevention and de-escalation. This provides staff with clear guidance on responding consistently and effectively when challenges arise. Medication management arrangements are robust. Medication administration records reviewed were completed accurately and regular audits are undertaken to ensure safe practice.

Leadership & Management — Good

The RI and manager ensure effective leadership and management arrangements are in place which promote positive outcomes for people. Governance systems are established and provide oversight of service delivery, helping to ensure care remains safe, person-centred and responsive to changing needs. There is a commitment to monitoring quality and maintaining standards. Regular medication audits are undertaken, and systems are in place to ensure medicines are managed safely. Incidents are recorded appropriately and we saw evidence that information is analysed to identify patterns, understand contributory factors and develop strategies aimed at reducing recurrence. Records demonstrate reflective practice and a willingness to learn from events to improve outcomes for people

RI oversight was evident through regular visits undertaken at least quarterly. These visits included engagement with both the supported individual and staff members, as well as reviewing a selection of records. The RI knows people well and we observed warm interactions with people. Quality of care review reports showed a growing emphasis on person-centred evaluation, with the most recent report focusing more strongly on individual experiences and outcomes. This reflected a positive commitment to ensuring quality assurance processes remained meaningful and focused on people.

Support staff have effective communication systems in place. Records demonstrate regular dialogue between management and staff regarding people's wellbeing, support arrangements and any emerging issues. Staff meetings are held regularly, helping to ensure information is shared consistently and that support staff remain informed about current priorities.

The service places a strong emphasis on workforce development. Recruitment processes include appropriate pre-employment checks, such as identity verification, references and disclosure and barring service checks. This helps ensure suitable individuals are employed to work within the service. Support staff are supported through regular supervision and appraisal arrangements. Supervision is conducted every two months, exceeding minimum regulatory expectations and providing opportunities for reflection, support and professional development. Training records demonstrate support staff have completed mandatory courses as well as specialist training relevant to people's needs, including autism, learning disability support, and positive behaviour support. Competency assessments relating to medication practice are also completed and monitored.

A notable strength was the consistency of the staff team. Continuity of support enabled support staff to develop detailed knowledge of people's preferences, routines and communication style, contributing to positive and stable outcomes. This consistency is important in maintaining trust and promoting engagement.

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.