Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Seren Support Services Ltd (Gwent)

The Maltings, East Tyndall Street, Cardiff, CF24 5EA

03003035345

www.seren.wales

The inspection visits for this service took place between 06/07/2026 and 10/07/2026

Service Information:

Operated by:	Seren Support Services 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 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 Support Services (Gwent) provides care and support to people in their own Home. People achieve excellent well-being outcomes because there is an outstanding and clear commitment from all leaders and care workers to listen attentively and provide comprehensive information in a format people understand.

People receive excellent care and support due to their significant involvement in the planning process. The provider makes sure people, and where appropriate their representatives, are involved in planning their care and support in ways that work best for them; ensuring their views, wishes and preferences are taken into account. People told us they take part in reviews and they feel heard.

The leadership and management oversight is excellent. The provider has highly effective audits in place which allow detailed analysis, this ensures action is taken where needed to promote and uphold high standards of care quality. We received consistently positive feedback from care workers; they told us they feel supported and valued.

Findings:

Well-being — Excellent

People are treated with dignity and respect and are actively supported to identify and achieve their personal well-being outcomes. The service promotes a strengths-based approach, encouraging people to retain and build upon their independence and abilities wherever possible. People are involved in decisions about their care and support through regular reviews, quality assurance surveys and ongoing discussions with staff, ensuring their views and experiences inform service delivery.

We found evidence that information is tailored to meet individuals' communication needs and preferences. Personalised resources, including dementia-friendly guidance, help people access information in a way that is meaningful and accessible to them. Feedback from people using the service was highly positive with comments like, "*Carers are excellent*" and "*They stay the full length"* and "*They do exactly what is in my care plan, and they do it to a high standard*". These comments demonstrate the positive impact care workers have on people's daily lives and overall well-being.

Changes in health needs are recognised by care workers. We observed proactive support being carried out to address changing needs, a person told us, "*If I need a doctor carers will phone*". We reviewed records evidencing care workers are seeking advice from the office if there are concerns a person's needs are escalating. This ensures people are receiving the medical support required to achieve their well-being outcomes.

With few exceptions people and their representatives told us they feel listened to and supported when raising concerns or requesting changes to care arrangements. We received positive feedback from professionals, with comments including "*Communication is excellent*" the management team is "*Incredibly helpful.*" They also told us care workers are highly regarded by people.

The service has superb systems in place to consistently identify, monitor and respond to safeguarding concerns, helping to ensure people remain safe and protected. People are informed of their rights and have access to service user guides in a range of formats to suit their communication needs. The provider promotes the Welsh Active Offer.

People can access enhanced well-being support through the provider's 'Very Important Client' scheme, which offers additional welfare visits for those requiring extra support. People reported this initiative is outstanding in promoting well-being and reducing social isolation.

Care & Support — Excellent

People experience excellent care and support because the provider completes highly effective assessments which develop a detailed understanding of people's needs, strengths, preferences and desired outcomes. The service places exceptional value on building positive relationships from the outset, ensuring care and support is consistently tailored to the individual.

Risk assessments are comprehensive, regularly reviewed and promote the least restrictive approach to care. This enables people to maximise their independence while ensuring risks are appropriately managed. People are kept safe from harm and abuse by a robust safeguarding culture. Care workers demonstrated an excellent understanding of their safeguarding responsibilities and spoke confidently about how they would identify and report concerns. The service responds promptly to safeguarding matters, making appropriate referrals and implementing recommendations to protect people from harm.

Personal plans are detailed, person-centred and strengths based. They provided clear guidance for care workers and reflected a thorough understanding of individuals' health conditions, including how symptoms may fluctuate and affect daily well-being. Personal plans actively promote independence and support people to achieve their personal outcomes.

People consistently told us care workers completed all agreed tasks and delivered support in a kind, compassionate and respectful manner. Feedback highlighted positive and trusting relationships with staff, supported by good continuity of care and reliable visit times. Records confirmed care workers remained for the agreed duration of visits, enabling people to receive consistent, unhurried support from care workers who know them well. We observed examples of excellent care, where people were supported with kindness by care workers who know them well.

The provider demonstrates a proactive approach to quality assurance through its electronic monitoring system, which tracks care calls in real time and supports effective communication regarding delays or changes. Regular audits of continuity, call length and scheduling enable the service to identify trends and respond promptly to changing needs. We found reviews are often undertaken ahead of schedule when additional support was required.

Professional feedback was positive and highlighted the service’s collaborative approach in ensuring care delivered is to the highest standard. The service also demonstrates a commitment to continuous improvement by providing practical guides for care workers on relevant topics, including recognising changes in health and supporting people with everyday tasks

People receive their medication as prescribed and in accordance with national guidance and the provider’s medication policy. Care workers complete medication training during induction and undertake regular competency assessments to ensure safe practice.

Leadership & Management — Excellent

Leadership and management at Seren Support Services is excellent because the provider has implemented a comprehensive and highly effective quality assurance framework. Regular audits and monitoring processes enable the leadership team to identify trends, address concerns at an early stage and continually evaluate the quality of care being delivered. This proactive approach ensures people remain safe and receive personalised support that reflects their individual needs and drives improvements in the service.

The Responsible Individual (RI) demonstrates strong oversight of the service and is regularly visible within the setting. They actively seek and respond to feedback from people and their representatives, using this information to support improvements. The registered manager is also highly committed and proactive, demonstrating strong leadership and a clear focus on achieving positive outcomes for people. The leadership team responded positively to inspection findings and demonstrate a clear desire to further develop the service to enhance people's wellbeing and experiences. Feedback about the leadership team is consistently positive with people and relatives telling us they are approachable, responsive and supportive.

There is a strong and positive culture across the service, with care workers consistently reporting they feel valued, listened to and well supported by the management team. Regular supervision, guidance and spot checks help staff remain confident and deliver high-quality care. The service provides a comprehensive induction programme, including an innovative onboarding passport, supporting care workers to develop the skills and knowledge required for their role before working independently. Robust recruitment processes are in place, and care workers are registered with Social Care Wales.

Care workers are recognised for their achievements through an excellence board, which celebrates good practice and outstanding contributions. Staff wellbeing is also prioritised, with access to free counselling and support through the Employee Assistance Programme (EAP), helping to ensure they feel valued, supported and able to perform their roles effectively

Professional feedback further reflected the strength of leadership within the organisation, highlighting effective communication, collaborative working and a commitment to achieving the best possible outcomes for people. The leadership team leads by example, creating an environment where continuous learning, innovation and person-centred practice are embedded within the day-to-day operation of the service. As a result, people benefit from a well-led service that consistently

strives for excellence and delivers care that is safe, responsive and focused on improving wellbeing.

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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