Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Positive Lifestyles Porthcawl Ltd

Office 5, 16-18, Mary Street, Porthcawl, CF36 3YA

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The inspection visit took place on 09/06/2026

Service Information:

Operated by:	Positive Lifestyles (Porthcawl) Limited
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:

Positive Lifestyles (Porthcawl) Limited is a small domiciliary care agency offering support to people within the Bridgend County Borough Council and Neath Port Talbot Council areas. This report is reflective of our inspections of both.

The service demonstrates excellent outcomes for people's well-being, with clear evidence of significant and sustained improvements in people's well-being outcomes. Practice consistently promotes choice, independence and inclusion, and exceeds expectations in supporting people with complex and high-risk needs to remain in the community.

Care and support is good, with people experiencing kind, consistent and personalised care from a motivated and skilled staff team. Care staff know the people they support well and deliver care that reflects individual needs and preferences.

Leadership and management is good. The service benefits from strong, values-driven leadership and a positive culture where staff feel supported and empowered. Governance arrangements are in place and support the running of the service.

Findings:

Well-being — Excellent

People experience significant and sustained improvements in their well-being outcomes because they receive highly personalised, flexible and responsive support. The service is highly effective in enabling individuals to achieve outcomes that matter to them, including maintaining independence, developing social connections and living safely within the community. A family member told us that they *"cannot imagine [their relative] receiving better care".*

This impact is clearly demonstrated through improvements across multiple areas of people's lives. Individuals benefit from better health outcomes, supported by timely and effective access to medical interventions. People's emotional and mental well-being is also enhanced, as they are supported to participate in community activities, develop meaningful relationships and reduce isolation. People are supported to engage in meaningful activities and use their time in ways that promote enjoyment and purpose. In addition, people are supported to develop independence in their daily lives and to exercise choice and control. They are enabled to live safely in their own homes, which contributes to increased confidence, stability and overall quality of life. People are also supported to identify their own goals and outcomes, building on their strengths to make meaningful progress.

We received positive feedback from professionals, who described how people benefit from *"a safe, person-centred and outcome-focused service"*. Care staff demonstrate a strong understanding of the individuals they support, which is reflected in the high quality of care provided. People are actively supported to make choices and to influence how their care is delivered. Individuals are involved in reviewing their care wherever possible, and families are meaningfully included when appropriate.

People are consistently treated with dignity and respect, with their rights clearly embedded in practice. They are supported to make informed decisions about their lives, and the service promotes autonomy, inclusion and independence. We observed that people have developed trusting relationships with the care staff who support them, and families expressed confidence in the way the service is delivered.

Care & Support — Good

People receive consistently good quality care and support from staff who are enthusiastic, motivated and committed to their roles. Care staff interact with people in a calm, kind and respectful manner, delivering care that is personalised to individual needs and preferences. We heard from care staff how the people they support *"get opportunities to get out and do the things they want to do or try"*.

The service has a good understanding of the people it supports, underpinned by robust information gathering before care commences. This helps to ensure care staff are equipped with detailed knowledge of individuals' needs, preferences and any associated risks. Care staff know individuals well, and there is good matching between staff and the people they support. Feedback from families highlighted the importance of consistency, noting the positive impact this has on people feeling calmer, less anxious and better able to regulate their emotions and behaviours. Feedback from professionals also noted that *"staff consistently demonstrate a good understanding of individual's communication style, preferences and support needs"*. There is a consistent approach to care delivery, with staff following agreed guidance and strategies to ensure people receive reliable and predictable support.

Care plans are clear, accessible and support the delivery of safe and effective care. They contain relevant information about individuals' needs, preferences and routines, enabling staff to provide consistent, person-centred support. Care staff told us that care documentation provides them with the information they need to understand how best to support individuals and this was reflected in practice. The service makes effective use of a range of structured tools to deliver personalised care. This includes individualised positive behaviour support plans, detailed communication profiles and additional assessments to help ensure people's needs are recognised and responded to effectively. Care staff are attentive to changes in people's well-being and use their knowledge of individuals, alongside these tools, to respond appropriately and in a timely way.

Risks are clearly identified and managed in a proportionate and person-centred way. This enables people to remain safe while maintaining choice and control in their daily lives, supporting positive risk-taking where appropriate. Care staff understand their responsibilities to safeguard people, including recognising signs of potential harm and taking appropriate action to report concerns. Care and support plans are regularly reviewed and updated to reflect changes in people's needs, helping to ensure care remains responsive and effective.

There is evidence of effective partnership working. The provider works closely with families, social workers and other professionals to ensure plans reflect individual needs and preferences. The service is proactive in making and supporting timely referrals to health and social care professionals where required, helping to promote positive health outcomes. Some people benefit from regular multi-disciplinary meetings, and care plans reflect input from a range of professionals,

demonstrating a coordinated and collaborative approach to meeting people’s needs.

Leadership & Management — Good

The service benefits from strong and visible leadership, with the manager providing clear direction and expectations for care delivery. Care staff and families speak positively about the leadership of the service and express confidence in how it is managed. The manager is described as *"approachable"*, visible and responsive, and plays an active role in the day-to-day running of the service.

There is a positive and supportive culture across the workforce. Care staff say they enjoy their roles and feel valued. One staff member commented, *"the service itself works very well, we are given ample opportunity to improve through further development should we choose it, concerns taken seriously and improvements made where required. It's a good company to work for and management do their best to support us also"*.

The provider follows safe recruitment and induction processes. Care staff are appropriately vetted and receive structured support when they begin their roles. Training is comprehensive, and compliance levels are good. Care staff told us training provides them with the knowledge and skills needed to support people effectively. Supervision and appraisal processes are in place and support reflective practice.

Overall governance at the service is effective, with clear oversight and involvement from the Responsible Individual (RI). The RI maintains a regular presence and engages with staff and people, alongside completing the required quarterly visits. Six-monthly quality of care reports reflect a person-centred approach and include feedback from people and staff. Quality assurance systems, including regular audits, are in place to monitor the service and identify areas for improvement.

Policies and procedures are in place to guide staff practice and support the service to operate in line with current guidance and legislation. The service is supported by sufficient staffing arrangements, which promote continuity and consistency of care.

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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