Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Serenity Support Services Ltd

Room G5, Ty Cynon, Navigation Park, Mountain Ash, CF45 4SN

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www.serenitysupportservices.co.uk

The inspection visits for this service took place between 01/10/2026 and 02/10/2026

Service Information:

Operated by:	Serenity Support Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Serenity Support Services Ltd is an established domiciliary support service offering care and support to people in their own homes, within the Cwm Taf Morgannwg area.

Well-being is good as people achieve positive outcomes because they receive support from care staff who know them well and treat them with kindness, dignity and respect. People feel safe, maintain independence and are supported to remain living in their own homes.

Care and support is good as people receive safe, personalised and reliable care which is responsive and focused on maintaining independence and achieving positive outcomes. Care staff understand people well and work effectively with relatives and professionals to deliver consistent support. Care planning, risk management and medication systems help promote people's safety and well-being.

Leadership and Management is good. Leadership arrangements support the delivery of good quality care and positive outcomes for people. People, relatives, care staff and professionals consistently give good feedback about the management and oversight of the service. Leaders demonstrate a strong commitment to maintaining standards, supporting staff and continually

improving the service.

Findings:

Well-being — Good

People experience positive well-being outcomes because they receive support from care staff who know them well and understand what matters to them. People consistently told us they are treated with kindness, dignity and respect and value the relationships they have developed with staff. One person told us that they are supported by a *“fine bunch of people”.*

People described the service as having a positive impact on their lives. One person told us, *"Wonderful, staff can't do enough for me,"* whilst another said, *"Life would be impossible"* without the care and support offered by the service. Several people explained the support provided enables them to remain living safely and independently in their own homes. One person told us, *"The care staff help me keep my independence”.* These comments demonstrate the important contribution the service makes towards helping people retain control over their lives and achieve outcomes that matter to them.

People told us they feel safe receiving support. Relatives also expressed confidence in the care provided and described care staff as dependable and respectful. Feedback demonstrates people know who to contact if they have any concerns and feel comfortable discussing issues with care staff and management. Many people benefit from support that extends beyond the completion of tasks. Relatives described care staff taking time to engage meaningfully with people and one person told us how the care staff support their emotional well-being. One relative told us care staff provide *"meaningful engagement, it’s not just task focused, and it’s the little things that make a huge difference".* This enables people to maintain positive relationships and contributes to their overall quality of life.

People are supported to maintain independence and continue participating in activities and routines which are important to them. We found examples of people being supported to regain confidence following illness, maintain community connections and to continue living at home. Flexible approaches to service delivery help people access appointments, activities and opportunities that promote well-being and reduce social isolation.

Care & Support — Good

People receive good care and support that is planned, delivered and reviewed to meet their individual needs. Prior to support commencing, managers undertake comprehensive assessments and gather information from people, relatives and relevant professionals to ensure care arrangements reflect individual preferences, routines and outcomes. We found care staff had a good understanding of people's support needs and described to us how they adapt their approach to meet individual requirements. This helps ensure care is delivered consistently and in accordance with people's wishes.

Personal care plans and risk assessments provide clear guidance for care staff regarding how support should be delivered safely and effectively. Records we reviewed were detailed, person-centred and reflected people's current needs and circumstances. We saw evidence of regular reviews being undertaken and care records being updated when changes occurred. People and relatives are involved in reviewing support arrangements, to ensure care continues to meet individual needs. One relative told us they were "*absolutely involved*" in the review process. We also saw evidence that feedback is routinely sought from people using the service and their representatives to help inform service development and identify opportunities for improvement.

People benefit from coordinated care and effective partnership working. We saw evidence that managers and care staff work collaboratively with healthcare and social care professionals to support people's health and well-being. Professional advice is sought appropriately and incorporated into care records where required, ensuring support remains consistent and responsive to any changing needs. We found several examples of liaison with health professionals when people's needs changed, demonstrating a proactive approach to maintaining safe and effective support. Professionals provided positive feedback about the service, with one describing it as "*invaluable*" and others highlighting the responsiveness of managers and the quality of communication.

People receive support that promotes their safety whilst maintaining choice and control whenever possible. Care staff understand their safeguarding responsibilities and are able to recognise and respond appropriately to concerns. Risk assessments are individualised and identify measures to minimise risks whilst supporting people to remain as independent as possible. We saw evidence that healthcare advice and professional recommendations are incorporated into support arrangements and reviewed when circumstances change.

Management of medication is safe and in accordance with people's assessed needs. Clear guidance is available for care staff and systems are in place to monitor practice through audits, observations and competency assessments. People who are able to safely self-medicate are supported to retain responsibility promoting independence and choice. People are protected from the risk of infection because staff receive appropriate training and have access to the equipment

and information required to work safely. Infection prevention and control arrangements are incorporated into care planning and everyday practice ensuring people receive support safely.

Leadership & Management — Good

Leadership and management are good. The service benefits from positive and visible leadership that promotes a caring culture that supports good outcomes for people. Feedback from people, relatives, staff and professionals demonstrate confidence in the management of the service and the quality of care provided. People and relatives spoke positively about communication with the management team and describe leaders as approachable and responsive. Professionals consistently provided favourable feedback regarding communication and partnership working. One professional described communication as "*fantastic",* reflecting on the positive relationships established with external agencies.

The provider follows safe, robust recruitment and induction processes. Care staff have appropriate Disclosure and Barring (DBS) checks and are registered with Social Care Wales the workforce regulator. All new staff receive a robust induction that supports them to develop the knowledge and skills required for their roles. Ongoing training provision is comprehensive, ensuring people are supported by suitably skilled and competent staff. Care staff spoke positively about teamwork and supportive working relationships. Staff told us they feel able to deliver care to a good standard and one member of staff described it as an "*honour to take care of the people*" who use Serenity's services. Most staff said they felt well supported by the management team and we saw good evidence of regular supervision, annual appraisal and team meetings.

The Responsible Individual (RI) is highly visible within the service and undertakes a day-to-day management role alongside the Manager. Throughout the inspection, they demonstrated insight into service performance, strengths and areas for ongoing development. Managers and supervisors evidenced a good understanding of people's needs and the challenges associated with delivering domiciliary care. While some people identified continuity of care staff as an area for further improvement, feedback remained overwhelmingly positive and people consistently told us their needs were being met. The service continues to recruit actively in response to wider sector recruitment challenges and offers a range of flexible shift patterns for staff. Electronic systems are used effectively to plan care calls, monitor travel times and provide oversight of service delivery. One person told us the service was *"overall a good service, I feel no service can be perfect, but I'm very pleased with this one and certainly no complaints"*.

Overall governance arrangements are good. The RI regularly engages with people receiving support and staff, in addition to undertaking the required quarterly visits. Six-monthly quality of care reviews evidence a person-centred approach and are used to evaluate service quality and identify opportunities for improvement. Quality assurance systems are established and continue to develop. Leaders are taking steps to strengthen oversight arrangements, governance systems and supporting documentation. This demonstrates a commitment to continuous improvement and the

ongoing development of service quality and safety. The RI and Manager display a reflective approach and a strong commitment to further improving and developing the service.

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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