Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dyffryn Support Agency

Dyffryn Care, The Grange, Grange Road, Rhyl, LL18 4BY

01745345055

www.dyffrynagency.co.uk

The inspection visits for this service took place between 14/09/2026 and 17/09/2026

Service Information:

Operated by:	Dyffryn Support Agency 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	Good
Care & Support	Good
Leadership & Management	Requires Improvement

Summary:

Dyffryn Support Agency provide a support service to adults with a learning disability living in North Wales and currently support people in Denbighshire and Conwy. They provide support for people to live as independently as possible in their own homes.

Support staff know people well and follow clear and detailed communication and positive behaviour support plans to deliver person centred support. They encourage people to develop skills and independence, enabling them to achieve good wellbeing outcomes. People achieve this through volunteering and learning opportunities and making social connections both within the service and their local communities. People receive a good standard of care and support. They are supported to maintain healthy and active lifestyles. They feel safe with support staff and know the manager and responsible individual (RI) well, as they visit people regularly.

The manager and RI have a person-centred approach to support delivery, and ensure people are at the heart of the service delivery. They have developed citizen forums, and an annual wellbeing day which support this, by providing opportunities for people to engage in the service. There are some areas in which leadership and management requires improvement, this includes the oversight of staff supervision, appraisals and training.

Findings:

Well-being — Good

People experience positive outcomes and are supported to lead active, meaningful lives. There is a strong focus on promoting choice, independence and inclusion. People are encouraged to make decisions about their daily lives and future aspirations, with support tailored to their individual preferences, strengths and goals. Records demonstrate people are involved in planning their support and are assisted to achieve personal outcomes, including increasing independence, developing life skills and accessing opportunities within the local community. Relatives provided positive feedback about the support people receive and the progress they make towards achieving personal goals.

People maintain a good range of social and community connections. Individuals participate in activities which reflect their interests and preferences, including volunteering opportunities, local groups, holidays and events. These opportunities help people develop confidence, build relationships and remain connected to their communities. People are also encouraged to share their views about the service through consultation events, with evidence feedback is considered and used to inform service development.

People are comfortable in their home environments and interact positively with support staff. Support staff know people well and demonstrate an understanding of their individual communication needs, routines and preferences. Relationships between people and support staff are respectful and consistent, which promotes stability and a sense of belonging. One person told us the staff supporting them are "*very good*." Support staff are flexible and adapt to people's communication needs, and we saw good communication with people who are non-verbal. Some staff can communicate in Welsh and Welsh speaking support staff are matched with people who speak Welsh.

People are supported to maintain important relationships with family and friends and to develop new social networks where appropriate. The service has a weekly events and activities programme organised through "the pod", enabling people to meet and socialise with each other whilst enjoying a variety of activities and trips. There is also an annual wellbeing day, with activities such as yoga, karaoke and massage treatments. People and staff told us they really enjoy the wellbeing days. This event, alongside the monthly forum events for people, are providing excellent opportunities for people to socialise in a safe environment, try new activities and contribute their views to how the service is run.

Staff support people to challenge themselves with learning new skills and increase their independence. For some people this has resulted in their support hours being reduced as their independence has increased. Some people have had the opportunity to attend training courses, such as first aid, with their support staff.

Care & Support — Good

People receive care and support that is personalised and responsive to their assessed needs. Personal plans contain detailed information about individuals' preferences, communication methods, health conditions, behavioural support needs and personal outcomes. Personal plans are reviewed and updated when circumstances change, helping to ensure support remains relevant and effective. People are encouraged to increase their independence as much as possible. They are assisted through active support to complete everyday tasks, and where possible, assist support staff with tasks such as health and safety checks in their homes.

Support staff know people well and provide support in a respectful, consistent and person-centred manner. One relative told us, "*it is not just a job*" for the staff. Observations and feedback gathered during the inspection indicate support staff promote choice and independence and encourage people to participate in decisions about their lives. Support arrangements focus on enabling people to achieve identified goals and maximise their skills and abilities. Support staff are familiar with positive behaviour support plans and know how to support people to maintain their wellbeing and can promptly assist them at times of agitation or distress.

Healthcare needs are monitored appropriately, and people are supported to access relevant health professionals and services. Support staff complete healthcare monitoring as required, maintaining records such as weights, and food and fluid charts. Risk assessments are in place and balance safety with the promotion of independence. Where specialist support is required, guidance is incorporated into care planning to help ensure people receive appropriate and consistent support.

Safeguarding procedures are established and there is evidence concerns are appropriately recognised, reported and investigated. This helps to protect people from potential harm and promotes their safety and wellbeing. A relative told us people are "*safe, well looked after and content*." Medication management arrangements are effective, and people receive their medicines as prescribed. Support staff responsible for administering medication are trained and competency assessments are undertaken. They maintain clear records, including the monitoring of any 'as required' medication.

People benefit from consistent staffing arrangements which support continuity of care. Relatives and professionals provide positive feedback regarding the quality of support delivered and the commitment of support staff to improving people's quality of life. There is evidence of positive outcomes being achieved in relation to independence, community participation and overall wellbeing.

Leadership & Management Requires Improvement

New staff are subject to thorough recruitment checks, including disclosure and barring service, reference and employment history checks. The provider ensures they are registered with Social Care Wales (the workforce regulator). People are involved in the interview process for support staff. Support staff are required to complete mandatory and specialist training to ensure they can meet people's needs. Whilst we found compliance with training was good for permanent staff, there was insufficient compliance amongst bank staff. Staff supervision and appraisal arrangements are not consistently implemented. Records show gaps in supervision and appraisal completion for a significant number of staff. Outcomes for people require improvement because staff supervision and appraisals are not completed consistently and we expect the provider to make improvements.

Staff feedback is mostly positive, with one staff member telling us, "*I wouldn't want to work anywhere else*." Staff are well supported and find the management team approachable. A staff member commented, "*Dyffryn Support Agency is a big happy family that support each other to provide the best support and care for citizens in each project*."

The service demonstrates a commitment to providing person-centred support through established leadership and governance arrangements. Management teams maintain oversight of service delivery through quality assurance activities, governance meetings, RI visits and quality of care reviews. The RI completes a formal visit of the service every three months, taking time to speak to people and staff. They provide a review of each visit, which is truly person centred, considering the experience of each individual. The information gathered in these quarterly reports doesn't currently feed into the six-monthly quality of care reports. Doing so would ensure the quality-of-care reports consistently provide a comprehensive analysis of trends relating to incidents, accidents, safeguarding concerns and other key performance information. The RI intends to improve this to ensure quality-of-care reports fully meet regulation.

Support staff complete daily medication counts. However, full medication audits are not completed regularly to oversee medication recording, storage and administration. The manager intends to prioritise implementing a system of medication audits to ensure risks relating to medication errors remain low.

The provider demonstrates a willingness to reflect on practice and implement improvements where issues are identified. Leaders promote opportunities for people to influence the service and participate in decisions that affect them. The management team work openly and constructively with external professionals, ensuring any feedback is used to improve and develop 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
We found there is a risk of poor outcomes for people as staff do not consistently receive supervisions and annual appraisals.	14/09/26

CIW has not issued any Priority action notices following this inspection.

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