Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Clynfyw CIC Domiciliary Care Agency

Clynfyw Countryside Centre, Abercych, Boncath, SA37 0HF

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www.clynfyw.co.uk

The inspection visit took place on 08/07/2026

Service Information:

Operated by:	Clynfyw Community Interest Company
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	Good
Leadership & Management	Good

Summary:

Well-being is rated as Excellent because people are empowered to live meaningful, self-directed lives and achieve outcomes that matter to them. People benefit from extensive opportunities to develop skills, build confidence, maintain relationships and participate in their communities. Staff promote independence, choice and positive risk-taking, resulting in exceptional outcomes for many people.

Care and Support is rated as Good because people receive personalised support from staff who know them well and understand their needs and aspirations. Personal plans are detailed and strengths-based, safeguarding arrangements are effective and medication is managed safely. While some opportunities were identified to strengthen outcome recording and documentation oversight, these had not negatively impacted people's care or outcomes.

Leadership and Management is rated as Good because the service is led by a visible and supportive management team who promote a positive, person-centred culture. People benefit from a stable and knowledgeable workforce and consistently positive relationships with staff. Although governance, quality assurance and workforce monitoring arrangements could be strengthened in some areas, inspectors observed people who were happy, engaged and living fulfilling lives, demonstrating the positive impact of the service.

Findings:

Well-being — Excellent

People experience exceptional well-being outcomes because they are empowered to live meaningful, self-directed lives shaped by their own interests, aspirations and goals. There is a strong and sustained culture of empowerment throughout the service. People are encouraged and supported to make informed choices, take positive risks and develop greater independence. Care staff consistently recognise and build upon people's strengths, enabling them to gain confidence, develop new skills and achieve personal outcomes that are important to them.
The service provides extensive and highly effective opportunities that go far beyond traditional activity provision. People are actively supported to engage in meaningful work, environmental projects, education, volunteering, craft enterprises and a wide range of community-based opportunities. These experiences provide people with a strong sense of purpose, achievement and contribution to society. Rather than simply participating in activities, people are empowered to lead fulfilling lives, pursue their ambitions and develop skills that enhance their independence and future opportunities. Feedback from people, relatives, staff and professionals consistently demonstrated the significant and lasting difference this approach makes to people's well-being, confidence and independence. One relative told us, "*He has thrived since living here and the relationship that the staff have with the residents is amazing.*"

People are exceptionally well supported to cultivate safe, healthy and meaningful relationships which enhance their sense of belonging and overall well-being. Relationships are central to the ethos of the service and are nurtured by staff who demonstrate a strong understanding of the importance of family connections, friendships and community involvement. People maintain valued relationships and are encouraged to develop new friendships through a wide range of social, educational and leisure opportunities. The service supports people to participate in their local communities, reducing social isolation and ensuring people are visible, valued and active citizens. Throughout the inspection we observed warm, respectful and genuine interactions between people and staff. These relationships were characterised by trust, mutual respect and a clear commitment to supporting people to reach their full potential. Professional feedback highlighted the significant positive impact the service has on people's lives. One professional told us, "*People come first at every opportunity, and this shines through in the relationships they build across their clients and staff.*"

People live in accommodation that makes a significant contribution to their well-being outcomes. Homes are highly personalised, comfortable and reflective of people's individual identities, preferences and lifestyles. People have a strong sense of ownership over their living environments and are actively involved in decisions about how their homes are arranged, decorated and maintained. During the inspection, people were proud to show us their homes and spoke positively

about the level of control they have over their living environment. They described being involved in decisions about decoration, furnishings and day-to-day household arrangements, demonstrating a genuine sense of belonging and ownership. The accommodation supports people to live as independently as possible and provides a welcoming environment where they feel safe, comfortable and valued. The high level of personalisation and involvement is evident throughout, the homes contribute positively to people's well-being, independence and quality of life.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Staff provide consistent, person-centred support and have a strong understanding of people's individual needs, preferences and aspirations. Personal plans are detailed and provide clear guidance on people's health needs, communication, routines, strengths and desired outcomes. People are actively involved in planning and reviewing their support, ensuring their views and goals remain central to the care they receive. Staff promote independence and positive risk-taking, enabling people to make informed choices and achieve goals that matter to them. Records demonstrated people access a wide range of meaningful opportunities that promote confidence, independence and personal development. We found many examples of people developing skills, confidence and autonomy through education, volunteering, employment-related activities and community engagement. One example is people having the opportunity to make and sell their own craft and baking projects. While personal plans reflected the service's strong strengths-based approach, opportunities were identified to strengthen outcome-focused recording so progress towards aspirations and independence goals can be more clearly evidenced and evaluated. This would provide clearer evidence of people's progress and the positive outcomes they achieve.

People are protected from harm and abuse. People benefit from support from a stable and experienced staff team who know them well and understand their individual needs. Staff demonstrated a good understanding of safeguarding responsibilities and systems were in place to protect people from abuse and avoidable harm. Relatives, staff and professionals consistently described the service as caring, supportive and responsive. Risk assessments were comprehensive and reflected a positive approach to balancing safety with people's rights, choice and independence. While risk assessments were comprehensive, some had not been reviewed within identified timescales. More robust oversight of risk management documentation would provide greater assurance that support remains responsive to changing needs.

People’s medication is safely managed. Medication arrangements were safe and effective. The service has successfully implemented electronic medication administration records, improving oversight and monitoring processes. Records sampled were fully completed, medicines were stored appropriately and no concerns were identified in relation to administration practices. Regular audits support safe medication management and improved governance. Recording of audit findings, actions and outcomes could be strengthened to provide clearer evidence of management oversight and continuous improvement. We also identified some staff were due medication refresher training; however, the manager had already recognised this and begun implementing refresher training, demonstrating a proactive approach to maintaining staff competency and safe medication practices.

Leadership & Management — Good

People benefit from strong, visible and values-based leadership that promotes a positive, person-centred culture throughout the service. Leaders and managers work collaboratively with people, staff and families to ensure support reflects people's wishes, strengths and aspirations. Feedback from people, relatives, staff and professionals was consistently positive about the approachable and supportive management team. Staff described an open culture where they feel comfortable raising concerns, sharing ideas and seeking guidance.

Leadership arrangements support the effective day-to-day running of the service and managers maintain regular oversight of practice. Quality assurance systems are in place and support service delivery; however, opportunities were identified to strengthen the recording, evaluation and monitoring of audits and governance activity. More consistent documentation of quality assurance processes would provide clearer evidence of oversight, learning and continuous improvement. We also identified opportunities to strengthen oversight of Deprivation of Liberty Safeguards and to ensure key documentation is reviewed consistently within required timescales. While aspects of governance and oversight could be strengthened, there was no evidence these issues had negatively affected people's care, support or outcomes. We observed people who were happy, engaged and living fulfilling lives. They demonstrated positive outcomes through increased independence, personal achievements, meaningful relationships, and active involvement in their communities.

People benefit from support delivered by a stable, experienced and knowledgeable workforce. Staff retention is positive and feedback was consistently favourable regarding management support, workplace culture and opportunities for development. Staff described feeling valued, respected and listened to, with strong working relationships evident throughout the service. People, relatives and professionals also provided positive feedback. We found staff were knowledgeable about people's needs, preferences and personal outcomes. Opportunities were identified to strengthen the monitoring and oversight of staff training and supervision to provide greater assurance these are completed consistently and within timescales. However, there was no evidence this had impacted on the quality of care provided. Staff demonstrated the skills, knowledge and commitment needed to support people effectively. This positive workforce culture supports the continuity, consistency and quality of the care and support people receive.

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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