Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Castell Care and Support - West Wales

Unit 4 Evolution, Lakeside Business Village St. Davids Park, Deeside, CH5 3XP

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www.castellventures.wales

The inspection visits for this service took place between 24/09/2026 and 26/10/2026

Service Information:

Operated by:	Castell Ventures 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:

Castell Care and Support West are a domiciliary support service providing care and support to people within the West Wales region. This is for adults and young people, with a targeted “Kickstart” service for young people, assisting them to achieve excellent outcomes and increased independence.

People achieve exceptional outcomes because staff provide highly effective support that promotes independence, safety and personal development. People make significant progress in education, employment, community involvement and life skills, enabling them to achieve positive and sustainable changes in their lives.

Staff deliver highly personalised, outcome-focused support that reflects individual needs, wishes and aspirations. Strong partnership working and effective risk management help people remain safe while achieving their goals and meaningful progress.

Strong leadership and effective governance arrangements drive continuous improvement and high-quality service delivery. Leaders create a positive culture where staff feel valued and supported, resulting in a skilled and motivated workforce that consistently achieves excellent outcomes for people. The responsible individual (RI) visits the service regularly and provides detailed reports, ensuring excellent oversight of the quality and safety of the service.

Findings:

Well-being — Excellent

People have control over their day to day lives, and told us they feel listened to, respected and supported to make decisions about their lives. They receive highly effective support which promotes long term aspirations. Staff build trusting and meaningful relationships with people and use these relationships to encourage confidence, resilience and positive life choices. As a result, people make significant progress towards achieving outcomes that are important to them.

Staff recognise the complex experiences and challenges people face and provide support that is compassionate, consistent and tailored to individual circumstances. They help people develop practical life skills, improve emotional well-being and build confidence in their ability to achieve personal goals. People actively contribute to the development of their personal plans through one-page profiles completed in their own words and handwriting. This approach helps ensure their views and preferences remain central to care planning arrangements. Staff respect people's decisions and demonstrate a good understanding of the importance of trust, choice and control. This is reflected a sensitive and person-centred approach to information gathering and support planning.

The provider has excellent relationships with external organisations and people receive support to access education, employment, training and specialist services. Staff work proactively to remove barriers and help individuals engage with opportunities which enhance their prospects, emotional well-being and family relationships. The effective use of positive risk-taking means people can try new experiences which enhances their life outcomes. Feedback from professionals reflected the significant impact staff have on people's lives. One professional told us staff had "*bent over backwards*" to support a person and stated they "*could not have done more*" to promote their safety and well-being. These comments reflect the commitment, persistence and compassion demonstrated by staff when supporting individuals experiencing complex challenges.

The service uses a strengths-based approach that focuses on individual abilities, achievements and aspirations. Staff support people to identify realistic and meaningful goals and celebrate progress along the way. They use highly effective monitoring tools to help individuals recognise their achievements, reflect on their development and identify future priorities. Staff support people to progress at their own pace. Goals are broken down into smaller, achievable steps, helping individuals experience success and maintain motivation. We saw examples of people achieving highly significant outcomes before identifying new ambitions, demonstrating sustained personal growth and increasing independence.

Staff recognise and value the Welsh language as an important part of people's identity. Some staff can speak Welsh and provide care in people's preferred language.

Care & Support — Excellent

People receive excellent personalised care and support that reflects their needs, wishes and circumstances. Personal plans are created with people, and they record in detail their specific support needs. Information regarding each person's preferred way of receiving their support is also included. We saw potential 'triggers' are recorded within care documents as well as strategies which are known to be effective in supporting people during difficult periods in their lives. Planning arrangements place people at the centre of decision-making and promote meaningful involvement in all aspects of their support, from sharing essential information within initial assessments and visits, to participating in reviews, and being able to make decisions and choices on their support regularly.

The provider's electronic recording system supports effective care planning and review processes. Personal plans contain highly detailed support guidance, and clear outcome-focused goals. Records demonstrate formal reviews take place at least every three months, with clear evidence of progress. People actively participate in reviewing their care and support. Records evidence individuals signing reviews, contributing to discussions and helping identify future goals. We saw examples where people had revised priorities and staff promptly amended support arrangements to reflect these decisions.

Partnership working is a significant strength of the service. Staff work closely with other professionals and agencies to ensure people receive coordinated and holistic support. Professionals consistently described communication as effective and praised the quality of joint working. People benefit from highly effective safeguarding arrangements and a proactive approach to risk management. Staff understand the complexities of the risks experienced by people using the service and work consistently to reduce harm while promoting independence and personal responsibility. Risk assessments form an integral part of care and support planning and contained clear guidance regarding risk reduction, management strategies and staff responses to identified concerns. This helped ensure support remained both person-centred and safe. Staff demonstrated a strong commitment to helping people understand and manage risks for themselves. Rather than adopting a restrictive approach, staff work alongside people and partner agencies to build awareness, promote safer decision making and increase personal resilience. This approach enables people to take increasing responsibility for their choices while remaining appropriately safeguarded.

Staff establish clear and consistent expectations with people, supported by effective communication and regular handovers. This ensures staff respond consistently to identified risks and provide stable, predictable support. Team discussions, supervision and handover arrangements help maintain oversight of safeguarding concerns and emerging risks. Management and staff demonstrate a clear understanding of safeguarding responsibilities and referral processes.

Leadership & Management — Excellent

The service provider ensures there are robust systems in place to oversee the smooth running of the service which ensures high-quality care and support are consistently provided. Regular audits take place to test various aspects of the service to ensure they are operating as they should be. Records show the RI regularly completes formal visits to the service to check people are satisfied. They also consult with relatives, staff and professionals. The area manager also makes regular visits to oversee the quality of care delivered. Quality of care reviews take place twice a year which formally assess people's satisfaction with the service they receive. People's voices are heard within the reports, and we saw their views shape the ongoing development of the service. Efforts are made to explore new and different ways of working.

Management and staff demonstrate a clear understanding of safeguarding responsibilities and referral processes. Safeguarding policies and procedures are comprehensive and provide appropriate guidance for staff. Staff complete regular safeguarding training. Managers discuss safeguarding matters regularly during team meetings to ensure staff knowledge remains up to date.

Staff are recruited safely and receive appropriate training relevant to the needs of the people they are supporting. Records show pre-employment suitability checks are completed before new staff come to work at the service. They complete an induction and thorough training programme including role-specific and specialist training. Staff spoke particularly positively about training relating to trauma-informed practice, self-harm awareness and substance misuse. They described how immersive trauma-informed training had enhanced their understanding of young people's lived experiences and improved their ability to provide empathetic and effective support.

Staff told us they feel very well supported in their roles and can always access guidance from a senior manager when needed. They told us they feel confident raising concerns and described managers as approachable, supportive and responsive. This open culture promotes accountability, learning and continuous improvement, helping to ensure young people remain safe and protected. Staff have regular one-to-one supervision with their line manager and team meetings also occur frequently. The manager told us they feel well supported by the RI and by other senior officers at the service and feel connected.

Staff consistently describe feeling valued, respected and listened to. Staff are actively encouraged to participate in the service development and decision making. Staff spoke positively about their ability to contribute ideas and shape how services operate. Selected staff members represent the team views at a staff council. The service offers a range of initiatives that recognise and reward staff contributions. Staff told us these measures help them feel appreciated and valued by the organisation.

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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