Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Walsingham Support Domiciliary Care - Western Bay

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The inspection visits for this service took place between 13/07/2026 and 16/07/2026

Service Information:

Operated by:	Walsingham Support
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

People supported by Walsingham Support achieve their well-being outcomes because they can make choices about their care, maintain important relationships and participate in activities that are meaningful to them.
People receive good care and support from staff who know them well and understand their needs, preferences, and aspirations. Detailed care planning, positive risk management and involvement from health and social care professionals help people achieve good outcomes whilst maintaining their independence and safety.
Leadership and management of the service is good because the provider has effective staffing, recruitment, quality assurance and governance arrangements in place to support the delivery of care. An area for improvement is identified in relation to medication management and medication policies and procedures. The provider is aware, and we expect them to take action to ensure medication management systems are safe.

Findings:

Well-being — Good

People are promoted to achieve their well-being outcomes because they are able to actively contribute to decisions that affect their lives and are supported to make choices about how they spend their time, maintain relationships, and achieve personal outcomes. We found detailed, person-centred care planning documents which reflected people's preferences, routines, aspirations, and communication needs. Records demonstrated people are involved in reviews of their care and support and, where required, representatives and advocates are involved to help ensure their views are considered. People's communication needs are clearly identified, and support plans provide guidance for staff on how best to communicate with and support individuals. The service provides an Active Offer of the Welsh language with bilingual signage available and access to Welsh-speaking staff.

We visited several supported living settings and spoke with people receiving support. Feedback was consistently positive about living in the service and the support received from care staff. One person told us, *"They are very nice,"* when asked about the care staff, and another described staff as "*very lovely; they are very helpful*." During our visits we observed positive and respectful interactions between people and staff. Care staff knew people well and responded to requests for support promptly. We saw people preparing to take part in activities in the community and observed support being provided in a way which promoted choice and independence.

People are supported to engage in meaningful activities and maintain relationships that are important to them. Personal plans and daily records demonstrated people regularly access their communities, attend planned activities, maintain contact with relatives and friends and pursue hobbies and interests which are important to them. During inspection visits, we saw people preparing to attend activities in the community and spoke with people who told us they enjoyed going out with staff and participating in activities of their choice. One person told us, "*Yes, we do lots of different things. I have my activity planner, so we usually follow that but sometimes if I don't want to I won't."* This demonstrates people are supported to make choices about how they spend their time. The provider has also started to introduce the Outcome Star model to help capture and monitor people's progress towards achieving personal outcomes.

People's health, safety, and wellbeing are promoted through detailed support planning and risk management arrangements. We reviewed a sample of personal files and found comprehensive information relating to people's health needs, communication preferences, personal histories, relationships, and aspirations. We saw evidence of regular health appointments, health action plans, and health passports to support continuity of care. Risk assessments are detailed and tailored to the individual, helping staff balance positive risk taking with the need to keep people safe. Care workers demonstrated a good understanding of safeguarding procedures and their responsibilities to protect people from abuse and neglect.

Care & Support — Good

People receive good quality care and support that is personalised, responsive and focused on helping them achieve their personal outcomes. We reviewed a sample of personal files and found detailed care and support documentation which reflected people's individual needs, preferences, wishes and aspirations. Personal plans contained comprehensive information about people's life histories, relationships, communication preferences, daily routines, health needs and goals. Care plans are reviewed regularly and, where appropriate, included the involvement of family members, advocates and other professionals. We saw evidence that people's views and choices are reflected throughout their records and support arrangements.

People are supported by staff who know them well and understand how to provide care in a way that promotes choice, independence, and dignity. During visits to supported living settings, we observed positive interactions between people and staff. Care staff used individualised approaches to communicate and demonstrated a good understanding of people's preferences and support needs. Records contained detailed guidance for staff on how to support people safely and effectively whilst promoting their independence as far as possible.

People are supported to maintain good health and wellbeing. We saw evidence of regular involvement from health and social care professionals, including general practitioners, dentists, chiropodists, opticians, and specialist services. Health passports, health action plans, and records of appointments were available within the personal files reviewed. Care records demonstrated people are supported to attend appointments, monitor health conditions, and follow professional advice. Where people had complex health needs, specialist assessments, positive behavioural support plans, and additional guidance were available to support staff practice.

People receive support with their medicines, and we found suitable arrangements in place for the storage and administration of medication in most of the homes visited. However, during our review of medication records we identified handwritten medication entries had not been counter-signed in line with the provider's medication policy. We also found medicines were not always stored under suitable conditions, as temperatures in some medication storage areas exceeded the recommended maximum of 25°C and staff were not consistently aware of the action required when temperatures were out of range. This is an area for improvement, and we expect the provider to take action to ensure medication management systems are safe.

People are protected from abuse and neglect because most staff understand their safeguarding responsibilities. Care workers demonstrated a good understanding of safeguarding procedures and were able to describe how they would report concerns. We saw safeguarding risk assessments within personal records and evidence of partnership working with external agencies when concerns had arisen. This helps ensure risks are identified, managed, and reviewed appropriately.

Leadership & Management — Good

There are effective leadership, management, and governance arrangements in place to support the delivery of care across this large domiciliary support service. The responsible individual (RI), manager and wider management team maintain oversight of the service and are supported by a robust management structure. Since the last inspection, the provider has continued to develop service delivery and has introduced additional systems to support outcome-focused care planning, including the implementation of the Outcome Star model. The manager told us the use of agency staff has reduced significantly, which supports continuity and consistency of care for people using the service.

The provider has systems in place to monitor the quality and safety of the service. We reviewed quality assurance documentation, RI reports, quality of care reviews and audit systems. We found these arrangements provide oversight of key areas of service delivery and identify areas where improvements are required. The provider regularly seeks feedback from people using the service, staff and other stakeholders to help inform service development. Responses received through feedback questionnaires were overwhelmingly positive, with comments highlighting the quality of care provided, supportive management and positive outcomes achieved for people. One person told us, "*I love the independent life I'm now able to live and appreciate all the support I receive to help me learn new skills."* A staff member described the service as providing "*person-centred care that promotes choice, dignity, independence and positive outcomes."*

The provider ensures care workers are recruited safely and have the skills and knowledge required to meet people's needs. We reviewed a sample of staff files and found appropriate recruitment checks have been completed, including references, identity verification, Disclosure and Barring Service (DBS) checks and evidence of Social Care Wales (SCW) registrations. Staff files were organised and demonstrated compliance with recruitment regulations. We also reviewed training records and found training compliance was very good across the service. Effective systems are in place to monitor mandatory training and alert managers when refresher training was due.

Staff are supported to carry out their roles effectively. Records demonstrated staff receive regular supervision and annual appraisal, providing opportunities to discuss performance, development, and the people they support. Feedback from staff was positive regarding the support available from managers and colleagues. Comments included, *"Good teamwork and management are so supportive*" and "*Great professional care and manager who cares for staff and people we support*." This helps promote a positive culture and supports the delivery of consistent care and support.

Some of the provider's governance arrangements need strengthening. When reviewing the medication policy, we found they contained references to English legislation, English regulatory requirements and the Care Quality Commission (CQC). Whilst some staff demonstrated an understanding of their responsibilities, these policies do not fully reflect the legislative and regulatory framework operating in Wales. This is an area for improvement, and we expect the

provider to take action to ensure policies and procedures accurately reflect Welsh legislation, guidance and regulatory expectations.

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
People cannot be fully assured that medicines are managed safely and consistently across the service. Weaknesses in medication administration processes, storage arrangements and governance systems reduce assurance that medicines are handled in line with best practice and current Welsh guidance.	13/07/26

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

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