Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Priory Supported Living South Wales

Suite 6.2 , Clarence House , Clarence Place , Newport , NP19 7AA

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www.prioryadultcare.co.uk

The inspection visits for this service took place between 07/01/2026 and 22/01/2026

Service Information:

Operated by:	Priory Supported Living 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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Priory supported living received an excellent rating across all three themes inspected: wellbeing, care and support, and leadership and management.

The provider is strongly committed to ensuring staff receive up-to-date, specialist, and face-to-face training that builds confidence and supports high-quality care. During the inspection, a warm, family-orientated atmosphere was evident, with staff demonstrating meaningful knowledge of individuals and engaging in natural, friendly conversations. This contributed to a positive environment where people felt valued and supported.

Staff consistently praised the service, describing it as creating *"A real community spirit,"* which is further strengthened through shared activities across services. People using the service also reported positive experiences, noting improvements in their wellbeing. Inspectors observed respectful, supportive interactions, including assistance with styling hair, meal preparation, and encouragement to maintain independence through everyday tasks.

The provider's open, reflective culture fosters continuous improvement, with regular conversations between staff and people using the service helping to share views, raise concerns, and promote a service centred on wellbeing, independence, and high-quality care.

Findings:

Well-being — Excellent

The service works collaboratively with external agencies and family members to ensure people receive high-quality, person-centred care. Support workers invest time in building relationships and understanding individual needs. The service provider organises specialist training from relevant professionals to meet specific care requirements. Tailored communication tools, including pictorial aids and recognition of facial expressions, support people to express their preferences. Independence and choice are actively promoted through proactive risk management.

People receive the information and encouragement they need to share concerns and express their views, fostering a culture of involvement and respect. Monthly *"The Voice"* meetings, regular reminders on how to raise issues, and annual family questionnaires strengthen participation. The service maintains strong family engagement through regular updates and an open-door approach. A robust support system ensures staff identify and address risks promptly. The service demonstrates transparency by reporting concerns to relevant agencies. A 24/7 on call system ensures experienced staff are always available. Independent advocacy services are accessible to everyone, increasing opportunities for people to raise concerns safely.

People are supported to thrive through opportunities for education, employment, and leisure. People attend college, participate in voluntary roles, and pursue paid employment. Leisure activities include day trips and holidays, such as visits to West Midlands Safari Park, Barry Island, and a cruise. Access to bus passes enhances independence and community involvement. Staff provide financial literacy support to help individuals manage budgets and plan, promoting autonomy and essential life skills. Independence is also promoted through medication; staff work closely with people to involve them in understanding and administering their medicines where appropriate.

Staff receive appropriate training to ensure they can meet people's needs, promoting safety, comfort, and well-being. The provider considers both qualifications and personality when matching staff with individuals, fostering positive and meaningful relationships.

Care & Support — Excellent

The provider adopts a holistic approach to preadmission assessments, speaking with family members, friends, and professionals who know the person. The provider clearly outlines the service offered and asks individuals about their goals, hopes, and wishes. The provider uses personalised strategies tailored to each individual and works collaboratively with other professionals. For example, the provider has developed strong working relationships with the local police, who have delivered courses on making safe choices and reducing online vulnerability. This support enables people to maintain and achieve health and wellbeing outcomes that may not previously have been considered. The provider works with family members who know the people well, ensuring that peoples voices are always heard.

Safeguarding is central to the service. The provider understands and follows the All Wales Safeguarding Procedures, ensuring people are consistently safe from harm. Staff act transparently and report all concerns promptly. A culture of reflective practice ensures that learning from incidents leads to positive change. Where improvements are needed, these are openly shared and understood by all staff, who work together to embed them.

All staff complete medication training at the start of their employment. Medication observed during the inspection was managed appropriately, with no concerns identified. The service promotes independence in medication management; staff support people to develop their skills and, where appropriate, self-administer medication. Staff also work with individuals and medical professionals to reduce the number of medications needed over time. Routine audits are completed by staff, with additional audits conducted by managers.

During the inspection, people were observed preparing tea and storing food they had purchased during a recent shopping trip. Staff encourage individuals to choose weekly meals and support them to prepare healthy food in line with tastes and preferences. Good hygiene practices are promoted. Staff support people to clean areas such as bathrooms, explaining what equipment to use and working alongside them to complete tasks. Over time, this support enables individuals to carry out these tasks independently, helping them maintain a clean and safe environment whilst promoting their autonomy and independent living skills.

People’s personal plans are reviewed on a regular basis, ensuring that they reflect the most accurate and up to date information. Personal plans are robust and include necessary information for care workers to deliver tailored care and support.

Leadership & Management — Excellent

The management team demonstrates strong leadership and confidently guides the service through challenges when required. Regular staff supervision and an open-door policy enable staff to raise concerns informally or outside scheduled meetings. Any concerns are consistently taken seriously and promptly acted on. Staff meetings take place regularly and include reviews of previous actions to ensure completion. These meetings provide productive opportunities to evaluate service performance and identify areas for improvement. When concerns arise, leaders offer debrief sessions and learning opportunities, promoting a culture of continuous improvement. Leaders respond proactively to issues, learn from events, and implement changes to improve service delivery. Electronic reporting systems enable care workers to raise concerns promptly, ensuring management oversight and timely action. The provider is committed to delivering the highest possible quality of care. Transparency is evident through the sharing of relevant information with partner agencies, promoting trust and accountability. Leaders take decisive action to learn from mistakes and enhance outcomes.

The organisation invests in staff development by offering specialised training for managers and care teams. Staff are supported to complete management qualifications and are provided with allocated time to study. This demonstrates a strong commitment to professional growth. Leaders recognise that increasing the number of trained staff will further strengthen the quality of care provided. Staff are safely recruited through robust recruitment processes, which ensure prospective care workers are sufficiently qualified and appropriate to work with people. Staffing levels are considered and continually reviewed to ensure appropriate numbers of staff support people in their homes.

Policies and procedures are proportionate, appropriate, and tailored to the needs of people using the service. They are regularly reviewed and updated in line with any changes in legislation and developments in best practice. Staff can access policies if they require any guidance.

The service values and celebrates staff achievements through initiatives that recognise outstanding care and support. Celebrations include birthdays, weekly positive feedback emails, and annual awards accompanied by a monetary gift, reinforcing a culture of appreciation and motivation. The service provider sees low staff turnover, and this has a positive impact on people and continuity of care. Care worker personalities and interests are taken into consideration during the recruitment process so that these can be matched to people using 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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