Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Thrive at Home


Empower Support Office , 71 Mansel Street , Swansea , SA1 5TN

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www.empowersupport.co.uk


**The inspection visit took place on 19/01/2026**

## Service Information:

| | |
|---|---|
| Operated by: | Empower Support 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:

Thrive at home is a domiciliary service that supports people living in their own homes. In the Swansea, Neath and Port Talbot areas.

People experience excellent well-being due to the flexibility of the service which supports people to engage in multiple activities, including some facilitated by the provider. People are encouraged to develop their independence and are included in all aspect of planning their care and setting their own goals.

People receive excellent care and support and are treated with dignity and respect by a compassionate care team who know them well and have built good relationships with them. Care plans give a very detailed oversight of people's needs as well as any associated risks and how to minimise these effectively. People and care staff told us communication in the service is excellent.

Leadership and management of the service is excellent. There are robust procedures in place to oversee the service with constant monitoring and analysis. The management of the service are held in high regard by people and the care team. Care staff are recruited safely and are trained and supported well in their roles. The responsible individual (RI) visits the service regularly to support the management team, support the delivery of excellence to people and ensures regulatory reports are completed in a timely way.

# Findings:

## Well-being — Excellent

People live healthily and safely with control over their lives and are treated with dignity and respect. Communication and coproduction of personal planning documentation and setting goals is encouraged by the service form the onset of contact. This is continued throughout care provision through regular reviews. Where appropriate family members and advocates are also included in this process which ensured people's voices are heard. Personal plans are well written and are personalised and tailored to each persons' individual needs. Care staff are trained effectively to actively encourage people to make their own decisions and choices as much as possible and empower them to do what matters to them, comments received about this included *" they have supported me to leave the house and tackle my anxiety- I can go to the salon now which I could never do before"* and *"My support workers know me well and understand me".*

People are safe and protected from abuse and neglect. Care workers complete mandatory safeguarding training to ensure they know how to report any concerns about the people they support. There are robust procedures in place to recruit new staff members to ensure they are safe and compatible with the people they support. There are detailed risk assessments in place which are included in personal plans to ensure staff are safe whilst working and any risk areas to support people are minimised as much as possible. We saw that positive risk-taking takes place when encouraging people to make informed decisions about aspects of their lives where positive outcomes can be achieved.

People are supported to cultivate safe and healthy relationships. Thrive at home promotes a strong sense of community and routinely bring supported people together to enhance their social well-being. We saw a weekly walking group takes place and events such as festive meals and 'sip and paint' sessions are organised to give people something to look forward to. People spoken with appreciate these events and really enjoy them, comments included: "*I normally go to the walking group too, it's nice seeing everyone get together*" and "*I went to the Christmas dinner, it was great seeing people of all different ages getting together".* People really value their frienships with others and care staff with many saying things like: "*We are like one happy family".*

## Care & Support — Excellent

People receive excellent quality of care and support, which helps them achieve their personal outcomes. People are always consulted with through assessment and the planning of their personal plan whenever possible. Plans viewed as part of the inspection were exceptionally detailed, person centred and very specific for each person. Bespoke risk assessments and methods of effective support are also included so that care staff can adapt their approach to people appropriately at different times of need. People are provided with consistent care and have a small team of staff supporting them who know them well. Call times take place as planned and people told us they never feel rushed and appreciate the flexibility of the service to change as and when needed for differing reasons. People told us its' "*a brilliant service*", they are "*excellent*" and "*They are wonderful a company".*

There are robust procedures in place to manage medication in the service with good, open links with professionals to maintain people's health. The level of support needed with medication is clearly documented on people's personal plans. We viewed Medication Administration Records (MAR) in people's homes and saw these are completed accurately. Most people are encouraged to manage their own medication where possible promoting independence and autonomy and the care staff simply support them by reminding them to take them at appropriate times. We saw medication is stored appropriately as agreed with people to minimise risk to them. MAR charts are audited routinely to ensure there are no discrepancies and checks are carried out in people's homes to minimise the risk of errors. The service has effective procedures in place to minimise the risk of infection to people and appropriate use of personal protective equipment is in place.

People are protected from harm and abuse. Personal plans are supported with robust risk assessments that are detailed and tailored to individual's needs. There is an up-to-date safeguarding policy in place and care workers are trained and know the procedures to follow if they have any concerns about the people they support. People told us they feel safe with the care workers who visit them and accompany them out, many told us they see them as friends, "*The support workers are like companions to me, so I would recommend for someone who needs company".* People shared with us how their confidence and independence has grown since receiving support from the service, comments included "*I never used to go anywhere, but they started to help me go to day centre on the bus and stayed with me, now I go on my own, I go to bingo and anywhere I want really, I wouldn't have thought I could before"* and *"I'm very grateful to the service".*

## Leadership & Management — Excellent

The culture and passion of the service throughout the whole staff team is to strive to support people effectively and create opportunities for them to develop their independence and engage in opportunities to enhance their well-being. The service funds community events themselves to bring people together to develop their social skills and confidence. The service works closely with other professionals and agencies and actively seek ways to develop the for the benefit of those using it. Feedback from professionals was very positive and included: the service is "*excellent*" and "*a person-centred service is provided to the individualised needs of people*" and "*The service can be flexible when needed which promotes a reliable trustworthy professional relationship".*

There are robust and effective procedures in place to recruit, train and support care staff. Three personnel files were viewed, where safe recruitment, identity and background checks were all in place. Disclosure and Barring Service (DBS) checks are up to date and all care staff eligible are registered with Social Care Wales, the workforce regulator. Staff told us they receive a good level of training in the service, and this was evident in the training matrix which indicates that almost all care staff are up to date with the mandatory training provided which includes equality and diversity, first aid and safeguarding. Additional bespoke training is also provided which gives care workers the knowledge and skills to support people with different needs effectively. We saw care workers receive regular quarterly supervisions at a minimum and annual appraisals. Feeback from care staff about working for the service was all extremely positive. Comments included "*It is a very supportive company, and they make work a joy"*, "*I couldn't ask for a better company to work for*" and "*The management is well run, giving us lots of support and it makes you want to go the extra mile to support them"*.

The provider has consistently effective systems in place to oversee the service, ensuring it runs smoothly. There is a well-respected management team and RI in place who leads the service in a highly successful manner. The manager carries out routine audits within the service to ensure any issues are detected and rectified quickly. The RI visits the service frequently and discusses the service with the management team to support them and check all is well. They speak with staff and people to identify and address any issues and drive improvements. Feedback is also obtained through surveys which are analysed and this is captured within the bi-annual quality care review. Policies and procedures in place are reviewed routinely and support the service to run smoothly. The service's Statement of Purpose continues to reflect the service well.

# 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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