Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Dimensions Cymru- Swansea Bay

The Beacon Centre, Harrison Drive St. Mellons, Cardiff, CF3 0PJ

03003039030

https://dimensions-uk.org/region/cymru-wales/

The inspection visit took place on 12/11/2025

Service Information:

Operated by:	DImensions Cymru Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	
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:

Dimensions Cymru provides domiciliary support services to people living in community settings across Swansea.

People experience excellent well-being outcomes. Positive risk management and person-centred planning empower individuals to set and achieve aspirational goals. Strong community connections further enhance independence, enabling people to build relationships and participate meaningfully in social activities.

People receive excellent care and support because comprehensive assessments and detailed personal plans reflect people's needs and preferences, with regular reviews involving families and professionals. Staff demonstrate exceptional knowledge and empathy, supported by robust safeguarding systems and a culture of openness and accountability.

The Leadership and management is excellent as the strong leadership and effective management ensure the service runs smoothly and delivers excellent care. The Responsible Individual and management team provide clear direction, maintain high standards, and promote a positive culture of accountability and inclusivity. They use innovative systems and regular monitoring to keep people safe and improve quality. Staff are supported through training, supervision, and open communication, which helps them provide the best care possible. This leadership approach means people receive consistent, person-centred support and achieve great outcomes

Findings:

Well-being — Excellent

People experience excellent well-being outcomes as they are supported to live healthily and safely, with maximum choice and control over their lives. Positive risk management underpins this approach, enabling people to make informed decisions about their care. The service works collaboratively with people to identify their personal wellbeing outcomes, which form the basis of their individual plans, goals, and desired achievements. People told us about the goals they have set and how the service has actively supported them to achieve these. Records confirm that these person-centred goals are regularly monitored and reviewed to ensure progress and accomplishment of identified outcomes.

People have a strong voice throughout the service. People and their families are meaningfully involved in care planning, and we observed clear evidence of this within personal plans and care documentation. Reviews of personal plans take place routinely and reflect ongoing engagement. We were told by staff that the service ensures "*people are involved in their care and decisions*" and observed people exercising excellent choice and control in their daily lives, supported by staff who empower them to make decisions about their care. Examples include choosing meals, selecting clothing, and other day-to-day preferences. This empowerment is consistently documented in daily notes, demonstrating a culture of respect and person-centred practice.

People's excellent wellbeing outcomes are further strengthened by the service's commitment to promoting independence and choice. This is achieved through staff's exceptional understanding of each person and their ability to support people in making aspirational, informed decisions about their lives. The provider's Community Connection Officer plays a pivotal role in facilitating and enhancing opportunities for people to achieve their wellbeing outcomes. People are empowered to develop positive relationships, participate in social groups, and establish meaningful links within their communities both individually and in group settings. We heard directly from people and reviewed records that demonstrate how these meaningful community interactions have enriched and empowered their lives. This approach reflects a strong commitment to person-centred practice and the principles of voice, choice, and control, as set out in the Social Care Wales framework.

Care & Support — Excellent

People experience exceptionally high-quality care and support because the provider undertakes thorough, effective assessments that are regularly reviewed with meaningful involvement from individuals, their families and professionals. We looked at highly detailed, person-centred personal plans which give a clear understanding of each person's care needs and how best to support them. Daily records demonstrate excellent record-keeping practices and provide comprehensive accounts of each person's day. These records not only describe activities but also analyse what the day looks like for the person, alongside how staff respond effectively to support the individual. Staff spoken with demonstrate outstanding knowledge and understanding of the people they support, consistently expressing that they have "*the best interests of people at heart."*

Care staff are highly motivated and committed, providing people with consistent and reliable care and support. They demonstrate excellent knowledge of peoples' health and social care needs and adopt a patient, empathetic, and values-driven approach. We observed warm, respectful interactions between staff and people, reflecting a deep understanding of each person's care requirements. People told us they feel "*comfortable*" and *"happy"* in their home.

Care planning and personal records clearly evidence meaningful engagement with families, friends, and professionals throughout both the planning process and regular reviews. Feedback from professionals and families confirm strong collaborative relationships that enable people to achieve excellent wellbeing outcomes. Management maintains robust oversight through regular audits of care records, ensuring continued delivery of high-quality care and support.

People are safeguarded from harm and abuse through effective systems and a strong culture of safety. Staff demonstrate a clear understanding of safeguarding procedures and are confident in reporting concerns, assured that management would respond appropriately. Safeguarding training is completed by all staff, and the service operates under an up-to-date, comprehensive safeguarding policy aligned with Wales Safeguarding Procedures. Families echoed this confidence, with one relative telling us: *"My son is happy and safe."*

Leadership & Management — Excellent

People achieve excellent outcomes because the service provider has highly effective organisational arrangements, governance, and oversight that ensure smooth operations and consistently high-quality care. The Responsible Individual (RI) and management team maintain exceptional oversight of the service and have embedded a strong culture of inclusivity, empowerment, and accountability throughout the organisation.

The provider demonstrates outstanding innovation and a clear commitment to continuous improvement, implementing advanced systems that strengthen quality and safety. Effective monitoring of incidents and accidents enables immediate and effective follow-up. This proactive approach reflects a culture of learning and transparency, ensuring people consistently experience safe, high-quality care and support.

The service promotes a positive working environment through robust staff incentives and strong systems that support learning, development, and wellbeing. Staff are supported by regular supervision, open communication, high-quality training, and annual appraisals. Records confirm meaningful team meetings, supervisions, and appraisals take place routinely. Staff told us they feel valued, supported, and listened to.

The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from this very high-quality service. There is also a written guide to the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided

People and staff can influence and shape service delivery through regular engagement groups and forums. Recruitment processes are rigorous, with thorough vetting and ongoing compliance with regulatory requirements. A culture of continuous learning, high expectations, high standard training and strong support empowers staff to deliver care of the highest standard. As a result, people benefit from outstanding, person-centred support that enables them to achieve their personal outcomes.

The RI maintains excellent oversight through regular visits and ongoing communication with the management team. These visits are reflected in comprehensive and detailed quality reports, which focus on people's wellbeing, safety, and identify opportunities for future improvement to ensure continued growth and excellence.

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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