Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Seren Healthcare Solutions Limited

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The inspection visit took place on 05/02/2026

Service Information:

Operated by:	Seren Healthcare Solutions 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	Good
Care & Support	Requires Improvement
Leadership & Management	Good

Summary:

Seren Health Care Solutions strives to provide high-quality, safe, and effective care to people in the comfort of their own homes. The service aims to support individuals to maintain their independence, freedom, and quality of life while also providing meaningful employment opportunities within the local community.

People's wellbeing is good. Many experience warm, respectful, and compassionate interactions with care workers who know them well. Consistent staffing helps people feel safe, valued, and listened to, and contributes positively to their emotional and physical wellbeing.

Care and support requires improvement. People do not always receive care in line with their assessed needs. We found inconsistency in call times, gaps in personal planning, and shortfalls in communication with relatives. These issues affect the reliability and consistency of the care people receive.

Leadership and management is good. Managers and the responsible individual (RI) are visible, supportive, and committed to improving practice. Staff described a positive culture with strong communication and meaningful training and development opportunities.

Findings:



Well-being — Good

Most people experience good well-being outcomes at Seren Healthcare Solutions. People receive consistent, compassionate support that helps them feel safe, respected, and valued. People told us they have strong relationships with their care workers and appreciate seeing familiar staff during their visits. Several people described care workers as kind, patient, and supportive. One family member said, *"Having Seren has been great, they help us to access the community and further"*. These positive, trusting interactions help people feel comfortable in their homes and contribute meaningfully to their emotional wellbeing. Many people also told us they feel listened to, reassured during visits, and satisfied with the support they receive.

People benefit from friendly and consistent teams delivering their care. Continuity is important to people and their families, who told us that when the same staff attend regularly, it provides stability and allows familiar routines to develop. This helps people feel secure in the care they receive and builds confidence in the team. For some, this predictability directly supports their wider well-being outcomes, particularly for those who may feel unsettled by frequent change.

While most people experience positive outcomes, a small number of relatives told us they do not always receive timely updates about changes to visit times or staffing. This affects their ability to plan activities or provide support. We also identified isolated concerns relating to dignity and hygiene, which indicate that not all people receive the same level of reliability in their care. A small number of relatives described unpredictable call times and late visits that caused disruption and reduced their confidence in the service.

Despite these issues, people's emotional experiences remain mostly positive. Many told us they feel *"Supported and reassured"* and spoke highly of care workers who they said often go "*above and beyond*" to provide companionship and encouragement. People repeatedly described feeling safe, well cared for, and respected during their interactions with staff.

People also said they have control over their day-to-day lives and understand their rights and entitlements. They are supported to maintain their physical, mental, and emotional health and have opportunities to engage in activities that promote happiness, connection, and overall wellbeing.

Care & Support — Requires Improvement

People receiving care and support at Seren Healthcare Solutions usually experience support delivered with warmth and respect. Care workers speak kindly with people and offer reassurance and encouragement. Daily care is recorded clearly on the digital system, which helps staff monitor people's needs effectively. We found that medication is administered in a person-centred way that reflects people's choices, individuality, and independence. These practices contribute to positive day-to-day experiences for many people.

However, care and support requires improvement to ensure people receive consistent care aligned with their assessed needs. Call monitoring data shows a sustained pattern of short visits over several months, indicating ongoing issues in the delivery of planned care. This means many people may not be receiving the level of support required to meet their outcomes.

Feedback from families reinforces these concerns. Relatives told us some visits lasted only 15 to 20 minutes, despite being allocated 30 minutes. Reduced visit length can affect hydration, nutrition, personal care, and the opportunity for meaningful conversation. One relative explained that inconsistent timings caused instability for a person with a brain injury who relies on a structured routine. Another reported regular lateness, sometimes up to an hour. These experiences reduce people's confidence in the reliability of their support. This is an area for improvement and will be followed up at the next inspection.

Personal planning also requires improvement. We found inconsistency in the quality of assessments completed at the start of care, and limited personal information was sometimes gathered. Several personal plans contained insufficient personal history, making it more difficult for staff to provide person-centred support. There was evidence that reviews following changes in circumstances were not always documented, despite clear changes in need. We saw little evidence of relatives being invited to, or involved in, care planning reviews. These shortfalls mean some plans are limited, inconsistent, or not reflective of what people can do for themselves. This is an area for improvement and will be reviewed at the next inspection.

Despite these concerns, safeguarding matters are listened to, reported, and investigated appropriately, and lessons from safety events are used to strengthen practice. Many people and relatives described the care as kind, respectful, and supportive, demonstrating strong elements of good practice within the service.

Leadership & Management — Good

Leadership and management at Seren Healthcare Solutions is good. There is clear evidence of effective oversight, a positive organisational culture, and a strong commitment to developing the workforce. Managers are visible, approachable, and engaged in day-to-day operations. The Responsible Individual is also visible and known to many of the people using the service. Care workers consistently told us they feel supported by managers, and many described the leadership team as responsive and encouraging. This support helps staff feel confident in their roles and contributes to the stability and professionalism observed within the service.

The leadership team has invested significantly in staff development and demonstrates a strong commitment to long-term workforce growth. The introduction of the Leadership Academy provides structured opportunities for both emerging and senior leaders, strengthening the organisation's capability and succession planning. Staff value these opportunities and spoke positively about the training and mentoring they receive. This reflects a forward-thinking organisational culture that recognises the importance of developing confident, skilled leaders at all levels.

Managers ensure new staff receive a structured induction and ongoing training. The training programme is becoming increasingly consistent as more courses are delivered in-house, and most care workers have completed their core modules. Staff described the training as useful and relevant to their roles and told us they feel better prepared for their responsibilities as a result. This contributes to safe and effective care practice across the service.

Governance arrangements show evidence of regular monitoring, reflective discussion, and continuous quality improvement. The RIis actively involved in oversight and attends governance meetings, demonstrating a high level of accountability. We identified that improvements are needed regarding the frequency of staff supervision and the robustness of information governance systems. These are areas for improvement and will be followed up at the next inspection. Despite this, the service has responded effectively to organisational change and has maintained staffing stability despite external pressures.

There is also a positive ethos within the service. Care workers told us they feel valued and listened to, and staff described good communication within the organisation. People receiving care echoed this, noting that managers are visible, approachable, and have visited them at home. This contributes to most people feeling safe and reassured in the care they receive. Managers continue to demonstrate commitment, reflective practice, and a sustained focus on staff development and service quality.

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 do not always receive care in line with their assessed needs because visits are frequently shorter than the commissioned time, calls are inconsistent, and a minority of relatives reported concerns about poor hygiene and dignity. These shortfalls mean people may not receive sufficient personal care, hydration, nutrition, or safe support. Improvements are required to ensure all care is delivered safely, consistently, and in accordance with assessed needs.	05/02/26
Personal plans are not always reviewed at the required intervals or following changes in need. Reviews do not consistently involve the individual or their representative, nor do they reliably evaluate progress toward personal outcomes. As a result, personal plans are sometimes outdated or incomplete, meaning staff may not have accurate guidance to meet people's current needs. Improvements are required.	05/02/26

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

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