Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Skybound Therapies Ltd

Campbell Farm, Haverfordwest, SA62 4BD

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www.skyboundtherapies.co.uk

The inspection visit took place on 23/04/2026

Service Information:

Operated by:	Skybound Therapies Ltd
Care Type:	Domiciliary Support Service
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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Skybound Therapies Ltd is a domiciliary support service providing care and support to people with a range of specialist needs across the Cardiff and Vale footprint. People experience excellent well-being outcomes. Support is delivered through a strong behavioural science ethos, with staff consistently understanding behaviour as a form of communication. This approach supports calm, respectful and person-centred interactions, promotes emotional security and enables people to engage in meaningful activities and community opportunities. Families are consulted with on a regular basis and work in partnership with the service to support the delivery of care.

The standard of care and support is excellent. Robust pre-admission assessments ensure the service can meet people's needs safely and effectively. Highly detailed, outcome-focused personal plans reflect people's individual needs, strengths and aspirations and are embedded in day-to-day practice. Support is underpinned by Positive Behaviour Support and behaviour analysis, which promotes consistency, reduces distress and supports improved emotional regulation. Partnership working is well established and contributes to positive health and well-being outcomes.

The Leadership and management are excellent. The service demonstrates a clear vision and values aligned with its behavioural science framework, which are consistently embedded across practice. Governance and quality assurance systems are robust and effectively monitor

performance and drive improvement. Recruitment, training, and supervision processes ensure staff are skilled, reflective, and confident, helping to maintain high standards of care and support across the service.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes because support is delivered through a strong behavioural science ethos, with care underpinned by Positive Behaviour Support and behaviour analysis. Behaviour is consistently understood as communication, enabling staff to respond in a respectful, skilled, and person-centred way. This structured, evidence-informed approach supports people to feel understood, emotionally secure and valued.

People are treated with dignity and respect, and staff demonstrate detailed understanding of individual communication needs. A wide range of communication methods are used effectively, specific to people's needs and understanding. Observations showed people to be relaxed, settled and confident in staff interactions, indicating positive and trusting relationships.

Behavioural science principles are applied creatively to promote emotional, social, and physical well-being. People were observed engaging in a range of meaningful activities aligned with their interests, including creative activities, board games, visits to coffee shops, farm visits, bowling and organised disability activity clubs. Behaviourally informed approaches enabled people to access community environments and activities previously difficult, supporting enjoyment, motivation, and social inclusion.

Health and well-being are supported through innovative behavioural approaches. Evidence included effective use of desensitisation to enable people to access dental care, annual health checks, and medical procedures. These approaches reduce distress and support increased tolerance, positively impacting confidence and well-being. Staff demonstrated preventative and proactive responses, promoting emotional regulation and stability.

Education and independence are supported using structured, behaviour-based approaches. Evidence showed people receiving education at home or alongside the service, with support focused on developing daily living and independence skills. This included shopping, food preparation, accessing community facilities and managing routines. Families reported significant progress, describing outcomes previously believed unachievable.

Records show staff maintain regular contact with relatives, share relevant updates and encourage ongoing involvement where appropriate. These established lines of communication support continuity of care and help ensure that people's close relationships are recognised and maintained as part of their overall well-being.

The service actively promotes the Welsh Active Offer, ensuring people and families are aware of

their right to receive services through the Welsh language. Evidence showed Welsh language needs were considered as part of engagement and communication, with opportunities offered proactively rather than reactively. This supports people’s cultural identity and emotional well-being, ensuring inclusion and respect for individual preference.

Care & Support — Excellent

People experience very high quality, compassionate and individualised care and support which consistently enables them to achieve their personal outcomes. Care is exceptionally well planned, delivered and reviewed, reflecting a strong commitment to people's rights, dignity, voice, and control.

The provider undertakes highly effective and thorough assessments prior to offering a service. These assessments gather extensive, detailed information from people, families, and a wide range of professionals to ensure the service can safely and competently meet individual needs alongside those already supported. This includes clear consideration of complexity, risk, and specialist requirements. Decisions to support people are well-informed, robust, and transparent, resulting in excellent continuity and stability of care.

People are meaningfully involved in the co-production of their care and support. Personal plans are exceptionally detailed, strength-based and outcomes-focused, clearly reflecting people's wishes, aspirations, communication needs, routines, interests, and important relationships. Plans are written in accessible formats and are regularly reviewed, ensuring they remain dynamic, relevant, and responsive as people progress or their needs change. Staff demonstrate an excellent understanding of these plans and consistently follow them in practice.

Care delivery is underpinned by evidence-based Positive Behaviour Support (PBS) and behaviour analysis. Behaviour support plans are highly individualised, preventative in focus and regularly reviewed using robust data collection and analysis. This has resulted in measurable reductions in behaviours of concern, improved emotional regulation and enhanced quality of life. Restrictive practices are minimised, well justified and reviewed, with staff demonstrating a strong commitment to least restrictive, rights-respecting approaches.

People receive outstanding support to meet their health needs. The provider works in close partnership with health and allied professionals, ensuring timely access to specialist input such as Speech and Language Therapy, Occupational Therapy, and behavioural clinicians. Health plans are comprehensive and well used in practice, supporting people to attend appointments, engage in health desensitisation work and improve long-term outcomes.

Where medication support is required, systems are highly effective, person-centred, and safe. Medication processes are clear, consistently followed, and subject to regular audit. Openness and learning are evident where incidents or near misses occur.

Leadership & Management — Excellent

Leadership and management are highly effective and values-driven, promoting a positive culture focused on people's well-being, rights and outcomes. Managers demonstrate clear strategic oversight and a deep understanding of regulatory responsibilities, alongside a strong commitment to continuous improvement and learning.

The Responsible Individual (RI) and management team provide robust and proactive governance. Quality assurance systems are comprehensive, well embedded and used intelligently to monitor performance, compliance, and outcomes. Audits, reviews, and feedback mechanisms are regular, detailed and clearly linked to service development plans. Where areas for improvement are identified, managers respond promptly and effectively, reinforcing a culture of reflection, accountability and learning.

A clear and shared vision is communicated consistently across the service. This vision is rooted in respect, inclusion and person-centred practice. The RI and manager remain visible, approachable and supportive, promoting open communication and professional curiosity. Staff feel confident to raise concerns, reflect on practice and contribute ideas for service development. As a result, morale is high and staff demonstrate strong ownership of their roles and responsibilities.

Workforce oversight is a significant strength. Recruitment processes are safe, thorough and values-based, ensuring staff possess the skills, experience and personal qualities required to support people effectively. Induction arrangements are well structured and comprehensive. Supervision and appraisal processes are regular, reflective and purposeful, supporting staff wellbeing alongside professional development. Training opportunities are extensive, regularly refreshed and closely aligned with the evolving needs of people and the service.

The RI places a strong emphasis on effective partnership working. Relationships with commissioners, social workers, health professionals and other agencies are open, collaborative and solution-focused. Communication remains timely and transparent, supporting coordinated care and positive outcomes for people.

Regulatory compliance is consistently strong. Policies and procedures are clear, up to date and well understood by staff. The RI and manager actively monitor legislative changes and best-practice guidance, ensuring implementation across the service remains effective and consistent.

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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