Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Serene Support Services Limited

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The inspection visit took place on 04/06/2026

Service Information:

Operated by:	Serene Support Services 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	Good
Leadership & Management	Good

Summary:

Serene Support Services Ltd provides domiciliary support and care to people living in their own homes, including shared supported living accommodation. The service aims to promote people's well-being, voice and control by respecting their rights, supporting independence and enabling people to make decisions about their daily lives. The service works in a person-centred way, responds to changing needs, supports people to develop life skills and encourages community participation.

People experience excellent levels of well-being. People are supported to achieve significant and sustained improvements in independence, confidence and life opportunities. They are encouraged to make choices and take control of their lives, with support adapted to meet their individual needs.

Care and Support is good. People receive consistent, person-centred care which is responsive and promotes independence. Staff work effectively with people and professionals to ensure needs are met and outcomes are achieved.

Leadership and Management is also good. The service is well organised, with effective systems in

place to monitor quality and support improvement. Management is approachable and supportive, and there is evidence of developing leadership capacity within the service.

Findings:

Well-being — Excellent

People experience excellent levels of well-being and achieve significant and sustained improvements in their independence, confidence and overall quality of life. The service provides highly effective support which promotes people's rights, choice and control in a meaningful way.

People told us they feel happy, safe and settled, and consistently described their home positively. They said staff are supportive, respectful and listen to their views. This was demonstrated where one person explained that a reduction in staffing levels significantly improved their independence and comfort. This shows that people influence how their support is delivered.

We saw that people are supported within their own homes in a way which promotes independence, privacy and dignity. Staff provide one-to-one support and encourage people to take responsibility for aspects of their daily lives and health. There is a strong focus on 'least restrictive practice', with support tailored to individual needs and reduced where appropriate. People are not subject to unnecessary restrictions and are supported to develop skills at their own pace.

We read clear evidence of exceptional outcomes. One person has developed the ability to manage their medication independently when appropriate. This represents a significant step in independence and confidence. The service has seen a reduction in previous risk-related behaviours for some people, demonstrating improved emotional stability.

We also saw evidence of improvements for people with more complex needs. One person, who previously experienced poor well-being, has shown significant improvements. Their mood is more settled, and risks have reduced following a responsive and flexible package of care. Professionals confirmed these improvements and linked them directly to the support provided.

Staff and professionals consistently told us that the service promotes independence and supports people to achieve their goals. They described how support is adapted in response to changes in need. This demonstrates a clear understanding of outcomes and a commitment to improving people's lives.

Overall, people are not only supported to maintain their wellbeing but achieve exceptional outcomes. They develop independence, build confidence and make progress towards their personal goals. The service demonstrates a very high standard of care with a strong focus on enabling people to live full and meaningful lives.

Care & Support — Good

People receive care and support which is consistently very good, person-centred and responsive to their individual needs. The service demonstrates a strong commitment to supporting people to achieve positive outcomes and develop independence.

We saw the care delivered in people's own homes, supports their independence and daily routines. Staff work alongside people to help them manage daily living tasks, access the community and maintain their interests. Interactions between staff and people are respectful and focused on building confidence. Staff encourage people to make their own choices and support them appropriately where needed.

People told us they are happy with the care they receive and feel supported to become more independent. They said staff help them with daily tasks, accessing appointments and participating in activities. People described being involved in their care and said staff support them to achieve their goals.

Staff told us their role is to promote independence and support people to develop life skills. They described how care is regularly reviewed and adapted in response to changes in need. Staff demonstrated a good understanding of people's preferences and needs and were able to give examples of how support changes over time. They also confirmed they work closely with other professionals to ensure care remains appropriate.

Safeguarding arrangements are strong and support people to feel safe and protected. Staff demonstrated a clear understanding of safeguarding procedures and told us they are confident in recognising and reporting concerns. They described how they would escalate concerns to management and involve external professionals where appropriate. People told us they feel safe with staff and are comfortable raising any worries.

Professionals told us the service is responsive and effective. They described how the provider adapts care at short notice to respond to changes in wellbeing. For example, one person received an increased level of support during a period of instability, which led to improved outcomes.
We read records which show care is regularly reviewed and updated. Care plans reflect people's needs and risks and are developed with input from professionals. There is clear evidence of multi-agency working, with regular communication and coordination of care. Records demonstrate that changes in support result in improved outcomes for people.

Overall, care and support is delivered to a good standard. It is person-centred, flexible and responsive. People are supported to develop independence and achieve positive outcomes.

Leadership & Management — Good

The service is well-led and managed, with effective systems in place to support oversight, accountability and continuous improvement. Leadership demonstrates a strong commitment to providing high-quality care and positive outcomes for people. We saw a well-organised service with clear structures and responsibilities. Management are visible and actively involved in the day-to-day running of the service. Staff are deployed effectively to meet people's needs, and the service model is clearly focused on supporting people in their own homes and promoting independence.

People told us they feel able to raise concerns and that management are approachable and responsive. They said issues are addressed when raised and that they feel listened to. This indicates a service where people's voices are valued. Staff told us management are supportive, accessible and available when needed. They described good communication within the team and said they feel confident raising concerns or suggestions. Staff also spoke positively about opportunities for development and training. This reflects a positive working culture.

Professionals told us the provider is responsive and proactive. They highlighted good communication and effective partnership working. They confirmed the provider works well with other agencies and adapts support appropriately. This demonstrates external confidence in leadership.

We read governance systems which are effective and support continuous improvement. Regulation 73 visits are completed regularly and provide oversight of the service. Regulation 80 reports include both qualitative and quantitative feedback and show clear analysis and action. Feedback from people is gathered and used to improve practice.

The provider has also strengthened leadership capacity within the service. We heard that responsibilities are being appropriately shared across the management team, with the deputy manager taking on increasing operational duties. This includes oversight of staffing arrangements, rotas and aspects of service development. This supports continuity and reduces reliance on a single manager. Staff confirmed that management support remains consistent, even when responsibilities are shared. There is a clear focus on learning and improvement. Systems are used to review incidents, feedback and outcomes, and these inform changes to practice.

Management demonstrates an awareness of the needs of the service and responds proactively to challenges. This contributes to a service that is stable, reflective and focused on delivering good outcomes for people.

Overall, leadership and management is good. There are clear systems in place to monitor quality

and improve the service. Management is supportive, responsive and committed to positive outcomes.

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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