Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Achieve together Ltd - DSS Gwent

Suite 6, Tredomen Gateway, Tredomen Park, Hengoed, CF82 7EH

01443810430

The inspection visits for this service took place between 25/11/2025 and 12/12/2025

Service Information:

Operated by:	Achieve together Ltd
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	Good
Leadership & Management	Good

Summary:

Achieve Together is a large provider of Domiciliary Support Services operating in the Gwent regional partnership board. They provide support to people with a range of complex needs including learning disabilities, mental health needs, dementia and people with drug and alcohol difficulties. The service currently operates 23 supported living residences within the area.

People are supported to make their own decisions which has a positive impact on their well-being. We rated the well-being theme as good. We rated the care and support as good because people have detailed personal plans and people are encouraged to be involved in making and reviewing their plan. There are robust systems and processes in place to oversee service delivery, so we rated the leadership and management of the service as good.

Findings:

Well-being — Good

People have control over their daily lives. We observed individuals making their own choices, with care workers consistently respecting these decisions. Care workers are flexible in their approach and adapt their support to meet people's needs as they arise. People are supported to be as independent as possible and to remain in control of their day-to-day routines. They regularly access their local community, and care workers provide encouragement and practical support to enable engagement in meaningful activities and things people enjoy.

People's personal plans include individualised well-being goals. People are supported to identify what is important to them and what they would like to work towards. During review meetings, the service uses a 'wheel of engagement' to assess progress against these goals. This is an empowering method of capturing people's achievements. Records reviewed during the inspection show people respond positively to this approach and feel proud of the progress they have made.

Risk assessments are in place and clearly identify any potential risks to individuals. They also outline the measures care workers should take to reduce these risks as far as possible. The assessments are robust, reviewed regularly, and updated whenever required to ensure they remain accurate and effective. There is a robust safeguarding policy in place that reflects current legislation. Referrals to the local safeguarding team are made appropriately, demonstrating the service follows its policies and procedures effectively. These processes help ensure people are protected from harm and abuse.

The service is working towards the active offer of the Welsh Language. We saw evidence of people enjoying celebrations of cultural events.

People are supported to communicate in the way which works best for them. This includes the use of bespoke communication aids where appropriate, ensuring individuals can express themselves and be fully involved in their care and daily lives.

Care & Support — Good

People living in each supported living residence have their own personal plans. These follow a robust service-wide template, although individual residences may apply the template differently. The template places a strong focus on recognising and celebrating people's strengths and existing skills. Personal plans are detailed and person-centred. They include information about people's social history and the things that matter to them. Plans clearly describe each person's care and support needs, including how they prefer to receive their care. People, and their families where appropriate, are involved in developing and reviewing these plans. Personal plans also outline situations individuals may find difficult or challenging. They provide clear guidance for care workers on how best to support people in these moments, including specific approaches, things to say or avoid, and practical strategies to promote positive outcomes.

All personal plans are reviewed regularly, and people are supported to be as involved in this process as possible. An easy-read guide has been developed to help people understand what a review involves. This supports meaningful engagement by reducing uncertainty and removing potential barriers to participation. We saw evidence of referrals to external agencies when required, which promotes people's physical and mental well-being.

Medication administration processes are effective. During visits to individual supported living residences, we observed clear systems in place to support the safe administration of medication. People who require 'as-required' (PRN) medication have robust plans in place which provide clear guidance for care workers. These plans are consistently implemented across the service, supporting safe and appropriate use of PRN medication. Where people require bespoke arrangements, these are implemented appropriately and have a positive impact on ensuring individuals receive their medication safely and in a way that meets their needs.

During our visits, we observed many positive and meaningful interactions between people and care workers. Care workers know people well, and individuals seek them out for reassurance, support, and conversation. These interactions reflect warm, respectful relationships and contribute to people's overall sense of well-being.

Leadership & Management — Good

People can be assured their care workers are recruited safely. The service has robust recruitment practices in place. New starters provide a full employment history, and appropriate Disclosure and Barring Service (DBS) checks are completed. Identity documents and references are verified to confirm the accuracy of information and the suitability of individuals for their roles. New care workers are supported through a comprehensive induction process. This ensures care workers become familiar with their roles, responsibilities, and the service's expectations. The induction is structured to provide care workers with the guidance and support needed to carry out their duties confidently and competently.

Care workers complete required mandatory training to ensure they have the knowledge and skills needed to carry out their duties safely. Refresher training is arranged when required to keep care workers' knowledge and skills up to date. All care workers receive regular supervision sessions with managers. These sessions look at work related issues, as well as considering care worker well-being. Any identified targets have dates for actions to be completed.

Each supported living address is overseen by a service manager and a regional manager who provide day-to-day operational oversight. This management structure contributes to effective oversight by the RI. The RI completes the required visits and engages with people who use the service, recording their feedback and comments. The six-monthly quality of care report provides a comprehensive overview of each supported living address. These reports focus on people's achievements and include feedback and comments made by people and their families. They also include clear targets for actions to be taken in the future.

There are effective processes in place to record and monitor accidents and incidents. Managers review each event and take forward any necessary actions to reduce the likelihood of recurrence, where possible. Complaints are managed in a similar way. There is good managerial oversight of these systems, and lessons learned are used to improve practice.

Whilst CIW receive statutory notifications as required by the service provider, there can be delays in these being submitted. This is an area for improvement, and the service must take action.

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 cannot be assured the regulator is informed of key events in relation to the care and support they receive, in a timely manner	24/10/24

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

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