Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Achieve together Ltd - DSS Cwm Taff Morgannwg

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The inspection visits for this service took place between 28/05/2026 and 29/05/2026

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	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

Summary:

Achieve together Ltd provide supported living services to people with their own tenancies who need support to live independently in the community.

Well-being is excellent because people experience highly person-centred support which promotes independence, choice and meaningful participation in their daily lives, with strong relationships and active involvement in their communities. Care and support is excellent as planning is detailed and outcome-focused, care staff are skilled and responsive, and strong safeguarding, medication and infection control systems ensure people remain safe while promoting independence. Leadership and management is excellent because there are highly effective governance and oversight arrangements, a strong culture of learning, openness and continuous improvement, and care staff are well supported, valued and trained to deliver consistently high-quality care.

Findings:

Well-being — Excellent

Well-being is excellent because people experience very high levels of independence, strong person-centred support and consistently positive outcomes. People have significant control over their day-to-day lives, including holding their own tenancies, keys and accessing the community. Care staff treat people with dignity and respect, which we observed through calm, patient interactions and clear respect for people's private spaces and boundaries. People are actively involved in planning and reviewing their support, with regular reviews and meaningful discussions about goals. Risk is managed positively, with plans aligned to personal goals, enabling people to develop independence safely. People access a range of activities and are visibly part of their communities, including contributing to local initiatives. Care staff use accessible communication, including easy-read materials, to support people to make informed choices. People's physical and mental health needs are very well supported through detailed plans, health passports and effective multi-agency working, ensuring timely access to specialist support. People experience a high quality of life and feel respected, valued and in control.

People are kept safe through a very strong safeguarding culture which is proactive, open and well understood by care staff. People told us they feel safe and know who to speak to if they have concerns. There are multiple accessible routes to raise issues, including meetings, direct contact with care staff and digital systems. Care staff demonstrate a clear understanding of safeguarding responsibilities and readily report concerns, which helps reduce risk. Systems for monitoring and oversight are robust and support effective escalation where needed. Risks are identified early through detailed daily records and strong staff knowledge, enabling timely intervention. The service works effectively with external professionals, helping to maintain people's well-being and prevent deterioration. People benefit from an open and transparent culture where managers are approachable and learning is shared.

People are supported to build and maintain meaningful relationships and take an active role in their community. People's individuality is promoted. Equality and diversity are respected, and people are supported to express their identity. We saw and heard people have strong, trusting relationships with their care staff. People are supported to access the community independently as safely as possible, with positive feedback from professionals about inclusion and acceptance. People take part in regular activities and discussions which support social interaction, confidence and life skills. Financial well-being is well managed through clear systems and appropriate boundaries, while promoting independence and choice.

Care & Support — Excellent

Care and support is excellent because people receive highly personalised care which consistently supports positive outcomes and promotes independence. Personal plans are detailed, individualised and aligned with risk assessments, providing clear guidance for care staff while reflecting people's views and choices. People are actively involved in planning and reviewing their care. Support is enabling and proportionate, with care staff assisting as needed while maintaining high levels of independence. Daily records are detailed and consistent, capturing routines, wellbeing and changes over time. Health needs are very well managed through strong multi-disciplinary working and effective access to a wide range of services. Care staff demonstrate a strong understanding of people's needs and respond appropriately. Feedback is consistently positive, with people telling us, *"They always check on me to see if I want help", "Staff treat me with respect – they do more than their job description"*, and "*I love it here – it's the best place I've lived… everyone gels together*".

People are protected from harm through a strong and proactive safeguarding culture. Systems for reporting, escalation and oversight are robust, with clear management review and appropriate action taken. There is evidence of a positive learning culture, where incidents are reviewed and practice improves as a result, including discussions in team meetings and supervision. Care is delivered in a person-centred way, with a focus on least restrictive practice and promoting autonomy. Capacity and best interest processes are well embedded, supporting safe decision-making. A visiting professional told us *"They have succeeded in preventing any further hospital admissions… which is a very significant achievement."*

People receive their medication safely and in a way which promotes independence. Care staff support people to develop skills and take greater responsibility where they can. Medication is stored securely, and records are accurate and well maintained. Clear systems are in place for ordering, administration and disposal, with regular audits providing oversight. Care staff receive training and competency checks to maintain safe practice. Communication around any medication changes is effective, ensuring care staff remain informed.

People benefit from effective infection prevention and control arrangements which support safe and healthy environments while maintaining independence. We saw clean, tidy and comfortable homes. Care staff have access to appropriate equipment and guidance and demonstrate a good understanding of infection control practices. Arrangements are proportionate and support people to manage their own homes while maintaining safety.

Leadership & Management — Excellent

Leadership and management is excellent because there are highly effective, well-established governance arrangements which drive continuous improvement and consistently support positive outcomes for people. Leadership is proactive, highly organised and clearly focused on outcomes. Oversight is comprehensive, with systems enabling real-time monitoring of risk, incidents and performance, which enables prompt identification of issues and timely action. Monitoring operates at multiple levels across the organisation, providing strong assurance and accountability. Quality assurance processes are thorough and reflective, with regular reviews, consultation with people and clear action planning to improve practice. These include three monthly visits to the service by the Responsible Individual (RI), and the RI six monthly quality of care reviews. Audits cover key areas and feed directly into team discussions, demonstrating a well-embedded cycle of learning and improvement. There is a strong culture of openness, where learning from incidents is discussed transparently and used to improve care, including the introduction of structured initiatives to support people's outcomes. Leadership is visible and approachable, with staff describing managers as supportive and accessible. Feedback from people, staff and stakeholders is actively sought through a range of systems and is used meaningfully to inform service development. A visiting professional told us *"I have nothing but praise for the manager and staff"* which reflects the consistently strong feedback. Contingency arrangements are clear and effective, supported by strong organisational networks and access to specialist teams, ensuring continuity of care and effective management of complex needs.

People are supported by a stable, skilled and well-supported staff team who have the knowledge and confidence to meet their needs. Recruitment processes are robust, with all required checks completed to ensure staff are suitable to work with people. Care staff are registered with Social Care Wales, the workforce regulator. Induction arrangements are structured and supportive, including shadowing and formal review processes before staff work independently. Care staff benefit from regular supervision and appraisal, with feedback confirming they feel well supported. Training systems are strong, with high levels of compliance and opportunities for staff to access both core and specialist learning. Staffing levels appear appropriate to meet people's needs, which we observed through calm, responsive environments. Care staff demonstrate a good understanding of safeguarding, care delivery and the people they support, reflecting a competent and confident workforce. There is a positive and values-driven culture, where staff feel valued and work together effectively. Care staff told us, *"We have a good team of staff – we all work together to give the best possible care"* and "*We always put the people we support first and learn about them*". Opportunities for development and progression are evident, supporting retention and continuity of care. Overall, leadership is highly developed, dynamic and impactful, creating a stable service where staff are supported and people achieve consistently 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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