Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Achieve together Ltd - DSS West Glamorgan

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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 engagement in their daily lives, with strong emotional well-being and a clear sense of belonging. Care and support is excellent as planning is detailed, strengths-based and outcome-focused. Care staff are skilled and responsive, with effective safeguarding, medication and infection control systems to ensure people are safe while supporting their development and independence. Leadership and management is excellent because there are exceptionally strong governance and oversight arrangements, a proactive and learning-focused culture, and care staff are well supported, valued and equipped to deliver consistently high-quality care.

Findings:

Well-being — Excellent

Well-being is excellent because people experience highly person-centred support which promotes independence, choice and consistently positive outcomes. People make clear progress in their lives, including improved health and increased independence. People are happy, safe and settled, and benefit from support which adapts to their individual needs and capabilities. Care staff treat people with dignity and respect, and we observed people relaxed and comfortable in their environments. People have strong control over their day-to-day lives, for example making decisions about meals, activities and routines. People are actively involved in their care, with regular reviews and accessible feedback systems supporting participation. Communication is highly tailored using easy-read tools, visual prompts, and individual communication plans. Positive risk-taking is embedded, enabling people to build skills around managing routines and accessing the community safely. People take part in a wide range of meaningful activities, including holidays, community groups and community events, which supports a strong sense of purpose and belonging. Health outcomes are very strong, with structured support and specialist input leading to improved physical and mental well-being. People thrive and experience very positive lived outcomes.

People are kept safe through a strong and proactive safeguarding culture. Care staff demonstrate clear knowledge of safeguarding processes and take prompt action when concerns arise. Systems are robust, with effective monitoring supporting timely escalation and management oversight. Detailed risk assessments and behavioural monitoring support early identification of changes. We saw evidence of early intervention, with incidents leading to improvements in practice, such as adapting communication strategies. The service works closely with professionals, including social workers and specialist teams, to support people's safety and well-being. People are supported to raise concerns in ways which suit their needs and benefit from an open, transparent culture where learning is shared and used to improve practice.

People are supported to build and maintain meaningful relationships and to be active in their communities. There is a strong focus on identity and individuality, supported through personalised environments and life story work. Equality and inclusion are embedded, with positive feedback from families and professionals describing people as well cared for, included and progressing well. People engage in a wide range of activities, including volunteering, community events and structured routines which promote independence and development. People build friendships within the service and maintain strong relationships with family, supported through regular contact. Financial well-being is managed safely through clear systems, while promoting choice and independence.

Care & Support — Excellent

Care and support is excellent because people receive highly personalised care which consistently supports improved outcomes and promotes independence. Personal plans are detailed, comprehensive and tailored to all aspects of people's lives. Plans are strengths-based and focus on what people can achieve. They are well organised and provide clear, practical guidance for care staff. Plans are supported by detailed communication profiles, positive behaviour plans and risk assessments. People are actively involved in their care, with regular reviews which reflect progress, barriers and agreed actions. Where people lack capacity, family and advocates are appropriately involved. Daily records are detailed. Health needs are very well managed through strong multi-disciplinary working and access to a wide range of services. There is clear evidence of improved outcomes, including better physical health, reduced reliance on medication and increased community involvement. Feedback is consistently positive, with people telling us *"Everything is good… I feel safe and can go out and do things".* People's relatives describe people as *"well cared for",* telling us "*They are caring and attentive and inform me if there are any changes… I am happy with the level of care and support they provide*."

People are protected from harm through clear and effective safeguarding systems. Care staff understand their responsibilities and respond appropriately to concerns. Management oversight is strong, with incidents reviewed and signed off at appropriate levels, ensuring accountability and consistency. Capacity assessments and best interest decision-making are used consistently, supporting safe and appropriate care while maintaining people's rights. Care staff work closely with external professionals where needed, ensuring risks are managed effectively and people's safety is maintained.

People are supported with their medication safely and in a way which reflects their individual needs and promotes independence. Systems for administration, recording and storage are safe and well managed, with accurate records and appropriate handling of controlled drugs. Regular audits and additional checks provide strong oversight, and learning from errors is embedded in practice. Care staff work effectively with health professionals to ensure medication is reviewed and managed appropriately.

People benefit from effective infection prevention and control practices which maintain safe and clean environments. We saw people's homes are clean, tidy and well maintained, with structured cleaning routines in place. Care staff have access to appropriate equipment and cleaning supplies and demonstrate a good understanding of infection control procedures. Systems for monitoring and oversight are very effective, with regular checks completed to ensure standards are maintained.

Leadership & Management — Excellent

Leadership and management is excellent because there are highly effective, dynamic governance and oversight arrangements which consistently drive improvement and support positive outcomes for people. Oversight is exceptionally strong. Systems provide real-time monitoring of risk, incidents and performance, providing continuous visibility at service, senior and organisational levels. This enables early identification of issues and prompt, proactive action. Quality assurance arrangements are highly developed and operate at multiple levels, including daily oversight, regular audits and structured quality reviews. This ensures all areas of the service receive continual oversight. Systems enable prompt reporting and ensure clear escalation pathways and timely involvement of specialist teams when required. 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. There is a strong focus on learning and continuous improvement, with clear evidence incidents and concerns are analysed and used to strengthen practice. Leadership is stable, visible and proactive, maintaining service quality and continuity. Feedback systems are well established and used effectively to gather views from people, families and staff, informing improvements across the service. There are clear contingency and continuity arrangements in place, supported by regional networks and organisational infrastructure, ensuring services remain consistent and responsive. Governance systems are highly developed, enabling continuous monitoring, rapid response and sustained improvement.

People are supported by a stable, skilled and highly motivated staff team who are well supported to meet their needs. The workforce is well-established, which promotes consistency, strong relationships and continuity of care. Staff describe a positive and supportive culture, with strong teamwork and morale. This is reflected in comments such as *“The best thing is we’re a good working team and have a supportive manager”* and *“Management are very supportive and always have an open door.”* The service values and celebrates its staff with recognition initiatives and a positive culture which acknowledges achievements and promotes staff well-being. This helps staff feel appreciated, motivated and proud of their work. Recruitment processes are robust and ensure staff are suitable for their roles. Care staff are registered with Social Care Wales, the workforce regulator. Care staff receive regular supervision and appraisal and confirm they feel supported and confident in their roles. Training systems are strong, with access to both core and specialist learning, including support for complex needs. Care staff demonstrate very good knowledge of safeguarding, care delivery and the needs of people they support. There are opportunities for staff development, including mentoring and progression into senior roles, which supports retention and workforce development. Overall, leadership creates a supportive and positive working environment where staff feel valued, confident and able to deliver consistently high-quality care.

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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