Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Calon Lan Support Limited

R1 Chestnut Suite Mamhilad House, Mamhilad Park Estate, Pontypool, NP4 0HZ

07753409097

The inspection visits for this service took place between 19/08/2026 and 21/08/2026

Service Information:

Operated by:	Calon Lan Support 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	Excellent
Leadership & Management	Excellent

Summary:

Calon Lan Support Services Ltd provides twenty-four-hour support to individuals with a learning disability and or autism living in their own homes in Torfaen.

People's wellbeing is excellent because they are consistently supported to achieve their personal outcomes, maintain independence, stay safe and lead fulfilling lives in accordance with their wishes and aspirations. People are highly complimentary of the service.

People experience excellent care and support that promotes their independence, choice and quality of life. They benefit from a high standard of personalised, respectful and proactive support that consistently promotes their wellbeing, safety and quality of life. Personal plans are strength based and are developed with people who use the service and reflect their wishes, aspirations, preferences, personal histories and individual support needs.

Leadership and management of the agency is excellent. Significantly strong leadership and highly effective governance ensure people receive high-quality, person-centred support that achieves excellent outcomes. Staff are well trained, skilled and supported to meet people's individual needs. Leaders promote a positive culture that values learning, development and continuous improvement.

Findings:

Well-being — Excellent

People experience excellent wellbeing outcomes because Calon Lan places them at the centre of decision-making and supports them to achieve their personal goals and aspirations. Through a strengths-based approach, people develop confidence, independence and life skills, access education and community opportunities, and lead active, meaningful lives shaped by what matters most to them. Responses from people who use the service, their relatives, staff and professionals consistently rate Calon Lan as *"Excellent"*. A relative told us, *"Staff encourage individuals independence in a way that feels both safe and empowering, my relative has grown in confidence because of their approach. The service communicates well, treats people with respect, and genuinely understands their needs."*

People maintain significant choice and control over their daily lives and are supported to make informed decisions about their health, wellbeing and future. Staff know people exceptionally well, communicate using their preferred communication methods, and build trusting relationships that enable individuals to thrive. One person described staff as, *"Calon Lan family team"* who support them to be, *"the best version of themselves.* A professional commented, *"Calon Lan provides a supported living service that empowers adults with learning disabilities to grow in confidence as they develop their independent living skills."*

People live safely while enjoying positive risk-taking that consistently promotes their independence. Staff use extensive risk management, safeguarding practices and advocacy support to protect people from harm while ensuring their rights and views remain central to all aspects of care and support. One person told us, *"Calon Lan gives me the freedom and ability to do things I want to do."* The support provided by the staff team has enabled individuals to achieve their personal outcomes. For some people this has meant progressing to more independent living. A healthcare professional reported, *"The service is proactive, they encourage individuals to utilise their local community, they work to move individuals on and support individuals to reach their full potential."*

People develop and maintain meaningful relationships, participate fully in their communities and access a wide range of leisure, social, educational and volunteering opportunities. As a result, they feel valued, respected and included, and experience strong wellbeing through fulfilling lives, positive relationships and successful achievement of their personal outcomes. One relative told us, *"X has a varied week, gets out into the community and is supported to take part in activities and ordinary everyday experiences. I receive frequent photos and videos, which I really value because they allow me to see his life developing and to see for myself how he is responding and engaging."*

Care & Support — Excellent

People receive high-quality, person-centred care and support that enables them to achieve their personal outcomes and live fulfilling lives. Strengths-based personal plans are developed with people which reflect their wishes, aspirations, preferences and individual support needs. People actively participate in regular reviews, if they are able, ensuring support remains responsive to their changing circumstances and continues to promote independence, wellbeing and choice. We were told, *"Staff all work from the same principle. People we support come first, and always in their best interest."*

Staff know people exceptionally well and provide consistent, dignified and compassionate support. Personal plans include clear guidance on communication needs, behavioural triggers and calming strategies, enabling staff to respond sensitively and effectively when reassurance is required. Staff respect people's privacy and dignity, including when supporting them with sensitive health matters, dietary needs and wellbeing concerns. Health passports support continuity of care and ensure relevant information is readily available to healthcare professionals. A health professional told us, *"Staff have a very good understanding of the individuals who receive support. Each individual is treated as just that."*

People feel safe and protected from harm. Staff receive safeguarding training and understand their responsibilities to protect vulnerable people, while safeguarding referrals are monitored and reviewed to ensure appropriate action is taken when required. People and their families consistently report feeling safe, well supported and confident about the care they receive. A relative commented, "*My relative has excelled since moving in. He is learning how to look after himself, become responsible for his finances and is gaining a level of independence which he didn't have at home*".

People receive consistent, responsive support from a skilled, motivated and dedicated workforce, which promotes independence, wellbeing and the achievement of personal outcomes. The service deploys staff effectively and flexibly to meet people's changing needs and preferences within their own homes. "*Staff have developed positive relationships with the individuals we support and have a good understanding of their individual presentation, communication, and support needs. This enables staff to recognise changes in mood, behaviour or wellbeing at an early stage and respond in a proactive and person-centred way. We believe this consistency helps individuals feel safe, valued and listened to."*

Medication is managed safely by trained and competent staff, helping people maintain their health and wellbeing. Some individuals manage their own medications with arrangements in place to support them to do so. Effective infection prevention and control measures, supported by clear policies, staff training and appropriate hygiene resources, minimise the risk of infection and promote safe working practices.

Leadership & Management — Excellent

People achieve excellent positive outcomes because Calon Lan demonstrates strong leadership, effective governance and a culture of continuous improvement. Robust quality assurance systems, including regular visits from the Responsible Individual (RI), quality of care reviews, audits, satisfaction surveys and clear policies and procedures, provide exceptional oversight and drive high standards across the service. Staff are proud to work for Calon Lan. They told us, *"Excellent work environment and management, excellent care provided and extremely personal centred."*

In line with the Active Offer, leaders promote a culture that respects people's language, communication and cultural needs. Staff recognise and respond to individual preferences, helping ensure people can express themselves, make informed choices and receive support in ways that are meaningful to them.

People benefit from support provided by a skilled workforce that understands their responsibilities and is focused on delivering personalised care and support that reflects individual strengths, choices and personal outcomes. The provider has effective recruitment and selection arrangements in place, which ensure staff are suitable for their roles and people are safeguarded. New staff complete a structured induction programme that supports them to develop knowledge, skills and confidence to provide safe, high-quality care and support. Leaders actively promote continuous learning and professional development. Staff have access to regular training, supervision and development opportunities, including training of a recognised care qualification (QCF), enabling them to strengthen their practice. Staff told us they feel well supported to develop their skills and progress within their roles. These arrangements support a skilled, motivated and competent workforce that delivers consistent, person-centred support. Staff maintain registration with the appropriate social care workforce regulator, demonstrating their commitment to professional standards and accountable practice. A staff member told us, "*We have a great team who work well together, support one another and are committed to providing high quality care and support."*

The provider has created a positive, person-centred culture where staff feel valued, respected and supported to perform their roles effectively. Staff consistently describe leaders as approachable, supportive and speak positively about the guidance and encouragement they receive. This has led to a confident and motivated workforce that is committed to achieving excellent outcomes for people. A staff member told us, *"I feel that we are helping individuals to live a great life, with help and support and guidance we are helping to give the service users as much independence as possible."*

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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