Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Zion community care

The Centre, Lodge Drive Baglan, Port Talbot, SA12 8UB

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www.zioncommunitycare.co.uk

The inspection visit took place on 07/05/2026

Service Information:

Operated by:	Zion Community Care Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Well-being is good because people are treated with dignity and respect, feel safe, and are actively involved in decisions about their care. They are supported to achieve meaningful outcomes, maintain independence and relationships, and benefit from person-centred support that positively impacts their wellbeing and overall quality of life.

Care and support is good because people receive compassionate and kind care that reflects what matters to them, delivered by consistent staff who know them well. Safeguarding, medication and infection control practices are effective, supporting positive outcomes. While care is of a high standard, risk planning documentation requires strengthening to ensure all risks are clearly identified and managed.

Leadership and management is good because there is a strong, visible leadership team and a highly supportive culture where staff feel a genuine sense of belonging. Well-established governance and audit systems, and a clear focus on staff wellbeing and development help ensure care is consistently delivered to a high standard.

Findings:

Well-being — Good

People live healthy and safe lives with control over their decisions and are always treated with dignity and respect. Feedback consistently reflects this, with one person stating care is "*always dignified and respectful"* and another sharing "*They always ask me what I think, it's brilliant,"* demonstrating that people are actively involved in decisions about their care. A relative told us they were "*particularly reassured by the kindness, empathy, and professionalism shown by staff, as well as the way my relative was always treated with dignity and respect."* During conversations, staff gave clear and meaningful examples of how choice is promoted, taking time to understand what matters to each person and respecting individual routines and preferences. People are supported to take positive risks and maintain control, and we saw records of staff advocating for individuals' wishes with external professionals to uphold their rights. The service demonstrates a deeply embedded values-driven culture, with compassionate leadership, a multicultural workforce and a proactive approach to anti-racist practice. This is consistently reflected in person-centred care and positive outcomes, with equality, diversity and inclusion embedded in practice. Welsh-speaking staff are matched appropriately with people, key documents are available in Welsh as standard, and people are supported to maintain their identity through the active promotion of the Welsh language.

People are protected from abuse and neglect. Robust safeguarding, whistleblowing, complaints, suggestions and compliments procedures are in place to protect people. We viewed information confirming concerns are managed fairly and professionally. Training records evidenced strong safeguarding compliance. People had service user guides and the statement of purpose in their homes, ensuring they can access information and escalate concerns. One person said, "*The carers make me feel safe*," while a relative shared, "*They're marvellous. I know I can put my trust in them. I know my relative is safe, can't fault them."*

People achieve outcomes that are important to them through person-centred support, which has a meaningful impact on their daily lives and relationships. We saw people are supported to rebuild confidence and independence, by being supported going out into the community, attending groups and volunteering. Others maintain lifelong routines and interests, such as gardening, visiting local shops or attending church, restoring their sense of identity and purpose. People develop strong, trusting relationships with carers, feeling valued and understood, and are supported to maintain important family and community connections. One person told us, "*I feel like I've had a burden taken off me… since they've come in it's been life changing."*

Care & Support — Good

Personal plans and initial assessments are co-produced and detailed and plans are regularly reviewed, ensuring care reflects what matters most to individuals. Staff demonstrated a clear understanding of people's preferences and goals, supporting them to rebuild confidence and maintain independence. People told us they have consistent care from staff who know them well. Feedback was overwhelmingly positive, with one person describing the care as "absolutely fantastic" and another saying, "*Everything is perfect. They go above and beyond all the time*." However, while plans are comprehensive, we identified shortfalls in risk management documentation. Relevant manual handling plans and property risk assessments are in place, but personal plans do not consistently demonstrate that risks to individuals' wellbeing, particularly those related to health conditions, are clearly identified, assessed and mitigated. Outcomes for people require improvement because of the lack of personalised risk plans and we expect the provider to make improvements.

People are protected from harm and abuse, with effective safeguarding systems in place. Staff demonstrated a clear understanding of their responsibilities and duty to report concerns, and records showed that managers escalate issues appropriately. Regular safeguarding audits are completed to provide oversight. As a result, people feel secure, knowing staff understand and act in line with safeguarding responsibilities.

People's medication is safely managed. Medication systems are organised, with appropriate procedures, training and oversight in place. The service works closely with external medicines management teams to ensure safe practice, and staff demonstrated competence in administering and recording medication. Audits are carried out regularly, and documentation reviewed showed medicines are managed in line with personal plans. This contributes positively to people's health outcomes.

The service promotes good hygiene and infection prevention practices, with staff following appropriate procedures and using personal protective equipment effectively. Management of skin integrity is strong with clear evidence of monitoring and responsive action. One person told us, "*My skin has improved so much because of the care I've had*," demonstrating the positive impact on physical health. End of life care is delivered with knowledge, compassion and sensitivity, with the service prioritizing effective training in this area. A relative shared with us "*Not only was the care there for my relative but for us as a family too."* This holistic approach ensures people are comfortable, dignified and well cared for at all stages of their lives, supported by staff who prioritise both clinical needs and emotional wellbeing.

Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. There is a strong leadership team with clearly defined roles, including a visible and values-driven Responsible Individual. People spoke positively of the management team and were familiar with them. There is a notably positive and supportive culture, with staff consistently describing a strong sense of belonging and feeling valued. Staff shared comments such as, *"I don't think I've ever worked somewhere where I've felt so supported,"* and *"I feel appreciated and genuinely cared for."* Staff wellbeing is prioritised through regular check-ins and an innovative wellbeing app, evidencing consistently high satisfaction levels; we also observed positive feedback from management within the app, alongside meaningful recognition of staff through awards and appreciation initiatives. An external professional noted the management team is '*united and have a shared goal to provide high-quality person-centred care and support. The team demonstrate compassionate leadership for individuals, those important to them and their workforce'*.

We viewed a range of key policies which are current, detailed and aligned with relevant Welsh legislation and best practice. Team meeting records viewed are informative, reflect current priorities and have a strong focus on wellbeing. Well established audit systems are in place, including medication, safeguarding, staff spot checks and care records, which support oversight and help maintain standards. Some strengthening is required in oversight documentation, including ensuring Regulation 73 reports and the six-monthly Quality of Care Reviews are more structured, analytical and clearly evidence actions and ongoing improvement.

People are supported by staff with the necessary expertise, skills and qualifications to meet their care and support needs. The provider maintains robust recruitment and vetting processes to ensure staff are safe, suitable and trustworthy, with care staff appropriately registered with Social Care Wales. There is a strong culture of learning and development, with staff encouraged to undertake qualifications beyond mandatory training. The service has invested in "train the trainer" programmes, including manual handling, safeguarding and end of life care, alongside teaching and training qualifications. A comprehensive induction programme is in place, supported by a dedicated training suite, with strong links to the local authority training and support team to further enhance staff development.

We reviewed call schedules and travel times and found there was generally sufficient time allocated for staff to meet people's needs. Feedback from staff and people using the service indicated that where scheduling pressures arise, management are responsive and adjust to ensure care remains person-centred and delivered at an appropriate pace.

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
We have used CIW's matrix and deemed this risk to be moderate and unlikely to occur again. However, the lack of individualised risk assessments may lead to unsafe or inconsistent care and prevent individuals from achieving their intended outcomes. Improvements are required to ensure risks are clearly identified and managed within personal plans.	07/05/26

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

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