Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Touchstone Support Services Ltd

Unit 36&37, Business In Focus, Bryn Road, Bridgend, CF32 9BS

07784 799850

https://www.touchstone-ss.co.uk

The inspection visit took place on 23/09/2026

Service Information:

Operated by:	Touchstone Support Services Ltd
Care Type:	Domiciliary Support Service
Provision for:	Care and support for children
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:

Young people supported by Touchstone Support Services Ltd enjoy positive experiences and receive support that helps them achieve good outcomes and maintain their well-being. They benefit from positive, trusting relationships with a consistent care staff team who know them well and understand their individual needs, preferences and communication styles. Care staff encourage young people to make choices and participate in meaningful activities that promote confidence, social inclusion and community involvement. Feedback from families, commissioners and professionals was positive, with parents and professionals describing the service as responsive, adaptable and focused on achieving positive outcomes.

Care staff deliver care and support in a person-centred manner, guided by detailed assessments, comprehensive personal plans and effective risk management arrangements. Care records provide clear guidance for care staff and demonstrate regular review to ensure support remains responsive to changing needs. Positive Behaviour Support principles are embedded within care planning, promoting proactive and least restrictive approaches. Daily records and handovers are detailed and support continuity of care. Appropriate safeguarding arrangements are in place, and care staff demonstrate a good understanding of their responsibilities to protect young people from harm.

Leadership and management arrangements are good and provide effective oversight of the service. Managers are knowledgeable about the young people receiving support and their

progress, needs and risks. Systems are in place to monitor the quality of the service, support care staff development and identify opportunities for improvement. Families are provided with accessible information about the service, and positive partnership working with professionals helps ensure young people receive coordinated and consistent support.

Findings:

Well-being — Good

Young people experience good well-being outcomes and benefit from positive, trusting relationships with care staff. Records showed young people have developed consistent relationships with a stable staff team who have supported them over a number of years. This continuity of care enables care staff to develop a and maintain a detailed understanding of young people's individual communication styles, preferences, interests and dislikes. As a result, support is delivered in a personalised way that reflects what matters to young people and promotes their well-being.

Young people are encouraged and enabled to exercise choice and control over their daily lives. Records show they regularly make decisions about activities and experiences, including leading community walks and influencing how support sessions are planned. This demonstrates that young people's views are considered and they are supported to make choices about aspects of their daily lives.

Young people are supported to make positive progress and develop greater confidence and independence. Records show progress in daily living skills and increased confidence when accessing local facilities. Young people's health needs are monitored and supported appropriately, helping to promote their well-being and achievement of personal outcomes.

Young people have regular opportunities to take part in activities within their local community. Records showed young people accessed parks, shops, restaurants, sensory experiences and other activities that reflected their interests and preferences. These experiences support social inclusion and help young people remain connected with their community.

Young people benefit from a service that responds to their needs and adapts support when required. Feedback from families was very positive, with parents highlighting the value of consistent support from familiar care staff and the opportunities provided for young people to participate in activities and outings. Commissioners also provided positive feedback regarding the quality of the service. Professionals told us the service is responsive to the needs of young people and adaptable in its approach, ensuring support remains focused on achieving positive outcomes.

The service works positively with those important to the young people. Records demonstrated effective and consistent relationships between care staff, family members and the wider support network. This collaborative approach helps ensure support is delivered in a consistent manner and contributes to young people's overall sense of security and well-being.

Care & Support — Good

Young people receive good quality care and support that is planned, delivered and reviewed in a person-centred manner. Care staff demonstrate a good understanding of the young people they support and can describe how they adapt care to meet changing needs and circumstances. Care staff spoke positively about young people's progress and achievements and demonstrated a commitment to promoting their well-being and development.

Young people benefit from effective partnership working between the service and those important to them. The service works effectively with the young person's family, who are actively involved in care planning and review arrangements. This helps to ensure support remains responsive to the young person's needs and promotes consistency in care.

Personal plans are detailed, comprehensive and focused on outcomes that are person centred. Documentation provides clear guidance for care staff regarding communication, health, independence, community participation and quality of life. We saw clear links between identified needs, desired outcomes and the actions care staff should take to support achievement of those outcomes. Records showed care staff review plans regularly and update them to reflect changing needs, circumstances and progress.

Young people benefit from thorough assessments that identify their strengths, needs and aspirations. The provider assessment is detailed, strengths-based and person-centred. It provides a holistic overview of the young person's needs, abilities, routines, preferences and aspirations. Positive Behaviour Support principles are embedded throughout care planning documentation, with a clear emphasis on understanding behaviour as communication and promoting proactive, least restrictive approaches.

Young people are supported safely whilst being encouraged to develop independence and make choices. Risk management arrangements are effective. Individual and activity-specific risk assessments identify relevant risks and vulnerabilities while promoting positive risk-taking, choice and independence. Assessments contain practical guidance for care staff and are reviewed regularly.

Young people benefit from consistent care delivered by care staff who maintain accurate and informative records. Daily recordings and handovers are detailed, accurate and provide a clear account of the support delivered, activities undertaken and the young person's presentation and responses. Records showed appropriate oversight and supported continuity of care between care staff.

Young people are protected by effective safeguarding arrangements. Care staff receive safeguarding training and demonstrate a clear understanding of their responsibilities to recognise, respond to and report concerns. Suitable safeguarding arrangements are in place, with oversight provided by the responsible individual. At the time of our inspection, there had been no recorded incidents, accidents, complaints or safeguarding concerns within the regulated service for a

considerable period.

Leadership & Management — Good

Young people benefit from good leadership and management arrangements that provide appropriate oversight and support the delivery of person-centred care. Managers demonstrate a good understanding of the young people receiving support and are able to speak confidently about their needs, progress, risks and achievements.

Families are provided with accessible information that supports their involvement in the service. The service maintains a statement of purpose and information guide which set out how the service operates, the support available and that young people and families can make a complaint or provide feedback. These documents are provided when young people commence using the service, helping to promote transparency and meaningful engagement with young people and families.

Management systems provide oversight of the service and support the safe delivery of care for young people. Team meeting records and associated action plans demonstrated regular communication between managers and care staff. Meetings provided opportunities to review practice, share information and monitor service delivery. We saw evidence of an open and reflective culture, with care staff encouraged to contribute ideas, suggestions and feedback through established forums, including standing agenda items dedicated to staff participation such as "*the floor is yours*".

The service demonstrates a commitment to learning, development and continuous improvement. The service had reviewed and addressed issues identified at previous inspections and demonstrated a commitment to learning and improvement. Management demonstrated a reflective approach and were open when discussing areas for improvement and lessons learned. Quality assurance processes support reflection on the quality of care provided and identify priorities for future development and service improvement.

Young people benefit from a supported workforce that is valued and supported to deliver good care. Supervision records demonstrated appropriate management support, with discussions focused on practice, well-being, professional development and progression. Care staff development was actively encouraged through supervision, mentoring, qualifications and opportunities to take on additional responsibilities. We found evidence of internal progression and succession planning, supporting workforce stability and the development of future leaders within the service. Recruitment, induction and training arrangements helped ensure staff were appropriately prepared and supported to undertake their roles.

Effective partnership working helps ensure young people receive consistent and coordinated support. The service maintains positive relationships with local authorities, commissioners and other partner agencies. Care staff rotas and detailed handover arrangements promoted continuity

of care and helped ensure young people received consistent support from care staff who knew them well.

Policies and procedures support the safety and well-being of young people. The service maintains a range of up-to-date policies and procedures, including safeguarding and whistleblowing arrangements. These provided care staff with guidance regarding their responsibilities and supported a culture where concerns could be raised appropriately.

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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