Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Shaw Support Services – Johnstown

Ty Cwm, Lon Ty Cwm, Carmarthen, SA31 3GA

01267243460

The inspection visits for this service took place between 05/11/2025 and 27/11/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and 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:

Shaw Supported Living Services – Johnstown is a service based on the outskirts of Carmarthen.

Well-being is rated as excellent because people receive a bespoke service that is highly person centred. People are actively supported to live as independently as possible and to exceed their health and well-being outcomes. People have developed very strong relationships with the highly skilled and passionate staff.

Care and support is rated as excellent because people receive outstanding care and support from a team of highly skilled staff. Support workers are guided by extremely detailed personal plans that enable them to meet people's needs.

Leadership and management is rated as excellent. People who use the service achieve excellent outcomes because the leadership fosters trust, wellbeing and resilience among staff.

Findings:

Well-being — Excellent

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. There is an open and supportive culture at the service, which has helped people to develop outstanding relationships with staff. A support worker told us, *“It feels like home here”.*

People are actively encouraged by the service to have as much control as possible over their day-to-day lives. People are fully involved in decisions that affect them, ensuring their voices are always heard, respected and acted upon. People are supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health.

Communication is a standout aspect at the service. Support workers listen attentively, providing clear information to enable people to make informed choices. We saw many highly skilled, friendly and encouraging interactions between people and their support workers throughout the inspection.

There are mechanisms in place to ensure that every voice is heard, with systems to safeguard people and protect them from abuse and neglect. There are support systems to ensure any risks are promptly identified and addressed in line with the individuals’ choices.

People are part of a strong culture of openness that supports their physical and emotional well-being. People are at the heart of the service, they enjoy fulfilling lives, have enriching experiences delivered in collaborative and creative ways. This includes being active members of their local community, maintaining the most important social connections with family and friends and participating in a wide variety of hobbies.

Care & Support — Excellent

People are very happy with the excellent care and support they receive. We observed many skilful, friendly and understanding interactions throughout the inspection. There is an enabling culture at the service that encourages people to do as much for themselves as possible. A person who uses the service told us, *“I give them 100%! They are amazing”.*

People receive high quality care and support because the provider works with partner agencies to comprehensively assess their needs before offering a service. The provider gathers information from other professionals and organisations already involved in people’s care, to inform their decision on whether they can provide a service.

People experience highly personalised and creative approaches to planning and delivering high-quality care and support. The service excels at effectively communicating with people in a way that meets their individual needs and preferences. Support workers empower people to identify and achieve sustainable new health and well-being outcomes that may not have previously been considered. People proudly told us about their achievements since using the service and the positive impact this has had on their well-being.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People’s right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This positive approach to risk taking is well reflected in people’s individual plans.

Support workers are aware of safeguarding procedures and demonstrate a proactive approach to protecting people and keeping them safe. Staff are positive about the change in systems of reporting which has further ensured consistency and transparency when recording any concerns. Staff have good communication with their managers and are confident to report concerns.

People are encouraged to take the lead in planning their own daily activities and have many different opportunities to reach their potential. People engage in meaningful past times, such as, looking after pets, attending clubs, going on holidays, maintain social connections, keep fit and raise money and awareness for their chosen charities.

Leadership & Management — Excellent

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans. Support workers are positive about the support systems the provider has introduced to support them in their roles.

The Responsible Individual (RI) and senior managers know people well and visit the service regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any quality improvements needed. People know how they can provide feedback and opinions about their experiences of the service.

The manager is well supported by their deputy; they have created an extremely positive culture that encourages people to achieve excellent outcomes. We saw many open, friendly and understanding interactions between them and people throughout the inspection. A support worker told us, *"I feel really valued by the managers".*

People and their support workers have confidence in the managers and can discuss any concerns they have with them. A support worker described how the deputy manager recognises when they need support and offers this in an empathetic and caring manner.

Support workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Support workers told us the managers are outstanding role models, accessible and extremely supportive, one told us, *"I can always talk to my manager".* There are regular staff meetings which cover important topics and this has helped to ensure that staff are aware of the opportunities and support available to them.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Support workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

The service has a highly effective induction with a mixture of E-Learning and face-to-face development courses. Support workers are positive about the variety of professional development opportunities they receive to develop their skills in line with people's needs.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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