



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Adferiad Recovery North Wales Domiciliary Support Service



Unit B3, Lakeside Technology Park, Llansamlet, Swansea, SA7 9FE



01792816600



www.adferiad.org

The inspection visit took place on 14/09/2026

Service Information:

Operated by:	Adferiad Recovery
Care Type:	Domiciliary Support Service
Provision for:	Care and support for adults
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

Excellent



Care & Support

Good



Leadership & Management

Good

Summary:

Adferiad Recovery provides domiciliary support in peoples own homes, whether this be shared accommodation or people living alone. Each person has a tenancy contract and receives support for outcomes leading to living independently.

Wellbeing is excellent because the service provides highly effective support that consistently moves people towards achieving their outcomes. People praise the staff for the highly effective support which has led them to achieve their outcomes, and some people have moved on to live more independently. People are always encouraged to see their full potential, build on their strengths and skills and achieve their goals.

Care and support is good because people are integral to their care plans, fully engaged in all the decisions about them. Good continuity of staff fosters trust, familiarity and confidence.

Leadership and management is good because there are checks and measure sin place to ensure the service runs well and provides quality care. The RI (responsible individual for the service) completes quality assurance checks and knows what is working well and where improvements need to be made. We saw some elements of excellent practice for example, the service recruits people with a lived experience of mental health so they are more knowledgeable and

understanding.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives, supported by positive risk management. Support is highly person centred tailored to each person's unique needs and outcomes and focused on independence. We spoke with six people using the service and all confirmed strongly they have full decision making over their care plan. They decide their outcomes and agree the actions required to achieve these. We saw assessments indicating initial outcomes and wellbeing used for reviewing month on month progress. Monthly meetings are held by staff with the people living in the house and all have an opportunity to express their views on what is working well and what could be better.

People told us they feel respected and listened to. Each person feels their privacy, dignity and choice is respected; staff will *'move mountains'* to support them according to their preferences. They each have their own private accommodation with a key and are free to come and go as they wish. People shared many examples of great progress made since receiving a service. They told us, *'I have come a long way from when I first started here'* and *'it's been life changing'*. Another said *'I'd like to thank this company. I can't believe how much I've progressed since being here'*.

People are safe and protected from abuse and neglect and are informed about how to raise concerns. People know they can speak freely to anyone in the management team about any issues and they will be listened to. One person shared how the house is usually very relaxed, but if people are not getting along, they tell staff and this is quickly resolved. People feel safe because they trust staff to act on their behalf and support their wellbeing. People are supported to access correct benefits and other rights.

People are supported to maintain healthy relationships, including engaging with their community and visiting family and friends. Some are engaged in voluntary work, using their skills and learning new ones. One person shared how they had gained qualifications since volunteering in a café, another shared how they are using their woodwork skills, and another is volunteering to help others needing support. People shared how they visit family and receive visits from family. Staff provide highly effective support to improve, develop and maintain relationships. People manage their finances and medication, although with support if requested. They all have tenancy contracts they understand.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. The service aims to support people back to independence and evidence indicates they achieve this in many cases. We spoke with people at various stages of their path towards independence. One person was isolated and neglecting their own care in their own home and feels they have now *'turned their life around'*. Some have moved from shared accommodation into their own home, their care plan continuously reviewed to ensure minimal but effective support is provided. People are supported to do as much as they can for themselves, finding support and voluntary work opportunities within the community from other organisations. Individuals are encouraged to engage with Adferiad Recovery's Cyfle Cymru project to help with employment opportunities.

People make their health appointments and find their own activities, although an activities programme is available. Most staff have a lived experience of mental health and people told us how they feel understood and *'they (staff) listen with zero judgement'*. There is excellent continuity of staff in the service, most having worked with the company for many years. This fosters trust and familiarity, for people being supported.

We saw care plans include health and other specialist advice and people attend their health and other appointments. Care plans identify needs and desired outcomes, and reviews monitor progress. Some care plans we reviewed were ambiguous, indicating areas for support, but then allocating a score indicating the person has a high level of independence in this area. The manager agreed this is confusing and is considering the issue further. It is evident people are consistently supported towards more independence, and people have gained more confidence and competence in tasks necessary for living independently. Plans are outcome focused and clearly identify people's strengths and skills, ensuring support protects and promotes their independence. Within people's files we saw three monthly reviews of the support plan which includes the well-being wheel and well-being plan. There is also a six-monthly review of the housing support grant care plan which is required as part of the funding.

People live as independently as possible, leaving the house when they wish and engaging in their chosen activities. Where potential risk is identified, risk management strategies are in place, so staff know what to do to ensure people's safety. People are protected from harm as staff adhere to the services safeguarding policy and are trained in safeguarding people. Three Safeguarding Leads work alongside the Workforce Development Team to ensure staff are well informed and all staff have access to the All-Wales Safeguarding App on work devices, providing up-to-date safeguarding procedures and guidance.



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. The RI carries out their own quality checks every three months by visiting houses for the views of people using the service and the staff. Reports are completed showing the findings of each visit. Every six months, the RI conducts a review of the quality of care of the overall service, evaluating the data collated from each house, feedback from surveys, and the checks and audits completed. We reviewed two of the most recent associated reports and these indicate the quality of various aspects of the service and conclude with action plans. They identify what is working well and where improvements could be made. We saw complaints and any potential safeguarding matters are dealt with appropriately.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. We viewed the training records and saw staff access a wide range of relevant, mandatory and service user specific training. We spoke with many staff, and all confirmed they feel competent to carry out their role. They are regularly informed of new training courses available and feel able to request training if they have gaps in their knowledge. People using the service also feel staff understand them and have a great deal of knowledge and expertise.

All staff are thoroughly vetted prior to employment. Records show they are checked for any criminal records, two references are sought from previous employers, and other checks are completed to ensure they are suitable of the post. All staff are then thoroughly inducted into the role and must complete a wide range of training. Most staff have worked for the service for many years, and this is testament to the approach and culture of the management and provider. Staff told us they feel appreciated and valued. One staff described the management as *'genuinely good people and really caring towards the people in the service'*. They are firm and fair and supportive with staff. Staff praised the immediate management saying, *'I've never had better bosses'* and *'I really love coming into work every day'*. Staff feel trusted and valued because management are always checking their wellbeing and are on hand to support and advise. Staff conferences acknowledge staff service with awards and appreciation. Records show all staff receive one to one supervision, although this is currently overdue and the manager knows this needs addressing. The company has a wellbeing department staff can access anonymously for help with their wellbeing, practical and personal matters.

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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