



Castell Care and Support - North



Unit 4 Evolution, Lakeside Business Village St. Davids Park, Deeside, CH5 3XP



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www.castellventures.wales

The inspection visits for this service took place between 28/04/2026 and 30/04/2026

Service Information:

Operated by:	Castell Ventures LTD
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:

Castell Care and Support (North) is a domiciliary support service providing care and support to people across North Wales. They are based in Ewloe, which is on the outskirts of Hawarden and Buckley.

People experience excellent well-being outcomes as they receive exceptional care and support which meets their individual identified needs and considers their personal needs and wishes. People are supported to live well, receiving the support they need to meet their goals and outcomes and promote, and enable their independence.

The care and support people receive is excellent. This is because people are supported by staff who are professionally qualified and guided by extremely detailed and instructive support plans. Personal plans are an accurate reflection of the individual and are clear about how people want to be supported. People have daily input into how they are supported. People are extremely positive about the support staff who support them.

The leadership and management of the service is excellent. Leadership arrangements ensure the effective daily running of operations. The provider is dedicated to delivering a high-quality service and has outstanding and innovative processes in place to monitor this. They identify areas to improve and take action to develop the service. They provider ensures the required staff

recruitment, training, and support is undertaken, and exceptional support is provided. The Responsible Individual (RI) visits the service daily and produces detailed reports as required.

Findings:



Well-being

Excellent

People have control over their day-to-day lives and decide how and when their care and support will be delivered. People are supported to achieve their personal outcomes and goals by support staff who are dedicated and treat people with dignity and respect. People's independence is actively encouraged. Support staff take time to get to know the people they support, their relatives, and what is important to them. They receive detailed pre-admission assessments from both the provider and professionals prior to people receiving support. These exceptional pre-admission assessments are also used to guide staff training requirements prior to people receiving support. The provider ensures people have a voice about the service through an impressive quality assurance process which includes feedback surveys, quality monitoring reviews and one-to-one reviews of their overall care and support. People have access to information about the service which is clear, concise and includes what to do and who to speak with if they have a concern.

People speak positively about the service they receive. One person told us support staff *"Are good and listen to me...I get to do the things I want to do."* Another person said the service is *"Helping me learn how to do things and getting me ready to go to work."* Another said that support from care staff has enabled them to get a job. People also told us they felt safe, can be relaxed and be themselves as the support they receive allows them to feel this way. We were told people had been on holidays with support staff and staff were helping people to organise holidays abroad and in this country. People receiving a service felt the support they receive enables them to become more independent. They told us, *"Support staff helped me with my independence and due to this I was able to move out."*

People are protected from abuse and neglect. All staff complete safeguarding training and there are policies in place to support this knowledge. Support staff are safely and robustly recruited, well trained and appropriately supported. There are processes in place for reporting incidents, accidents and safeguarding concerns which are monitored by managers to ensure all actions are followed up. Comprehensive personal plans and risk assessments are in place to help reduce risks and keep people safe.

The service is working towards the Active Offer of the Welsh Language. Documentation is available in Welsh upon request. Support staff are offered the Social Care Wales Welsh language course. There is a Welsh word of the month, people's social stories can be translated into Welsh, and the provider has a Welsh language policy in place.



People are involved in directing their care and support; from sharing essential information within initial assessments and visits, to participating in reviews, and being able to make decisions and choices on their support regularly. People receiving support are pro-actively asked what support is required. This is an on-going, day to day process of liaison between those receiving support and the service. A person told us, *“Staff talk to us about our support in reviews and staff are happy to do what I want. Staff know how to support me.”* Another person said, *“I get a say in what support I get from staff. I get reviews with staff to ensure they know what I want.”* People told us staff are flexible with their support, and they have the choice of what to do and could change their choices if they wished.

The provider also ensures information from other professional assessments is considered when creating personal plans, and any specific guidance is documented, including within risk assessments. Support workers confirm there is enough information on people’s personal plans to undertake their role. Support staff and people receiving a service told us support plans are an accurate reflection of their needs and people told us they experience good care and support, which ensures they meet their well-being outcomes. Personal plans are extremely detailed, person centred, show superb staff instruction, are outcomes focused and give clear direction to support staff about what they need to do to support the person. These plans show an admirable attention to detail. People’s support is delivered in line with people’s preferences and plans, which people we spoke with also confirmed.

We also saw several examples of excellent support, and it was evident that people are extremely happy in the properties in which they live in and with the knowledgeable and respectful support workers who support them. Personal plans give a clear picture of the person and are reviewed regularly. Support staff confirm they undertake an induction with anyone new before commencing support with them. People receiving a service also confirm they visit the service several times and have meals with other people living at the service prior to them moving in to ensure they get on with the other members of the household and that it was the right place for them.

People are protected from abuse and harm. People are supported to be safe and have risk assessments in place where needed. The provider understands the legal requirements of supporting adults at risk and makes referrals to the local authority safeguarding team if required. People told us they feel safe with the service they receive.



People benefit from a service which is well organised and committed to providing people with high quality support. There are effective and innovative systems in place to monitor quality. This is conducted through audits of different areas of the service, daily attendance at the office by the RI, and gaining feedback from people and their representatives. The managers have a comprehensive number of audits which are completed on a regular basis. The quality-of-care report, and the RI's quarterly report are completed by the provider as well as their own reports. The service also undertakes six-monthly person-centred satisfaction days with people who use the service and their parents to review the service they receive. The provider also uses several other innovative practices to engage with people who use the service, such as twice-yearly satisfaction days and a day where people can access sensory activities in the office. The RI is involved heavily in the operation of the service. The outcomes of the audits and reviews are included in the formal reports the provider produces. Policies and procedures are in place and reviewed and updated where needed, providing further support to staff, in areas such as medication and safeguarding.

People are supported by a team of support staff who have been safely recruited, well trained and professionally registered. We found all the required pre-employment checks to be in place before someone begins working for the provider. This includes disclosure and barring service (DBS) checks and obtaining appropriate references. Support staff receive an induction and complete a comprehensive training programme which includes specialist as well as mandatory training. Staff training is tailored to the needs of the people staff support and the people we spoke with confirmed this. This means they are equipped with the knowledge to be able to support people confidently and safely. All staff are supported to register with Social Care Wales, the workforce regulator, and receive regular one to one supervision and appraisals with their line manager. People confirm team meetings and house meetings are also conducted. Staff told us they are well supported and managers are approachable and take issues seriously. One staff member told us, *"It is amazing, I love working for them, I feel supported and there is a fantastic management team... I get plenty of training and the organisation is responsive to training requests."* Another said, *"Managers take issues seriously and sort things out... They are approachable and caring... The RI is lovely and does an awful lot for everyone, nothing is too much trouble."*

Support staff are employed in appropriate numbers; this was confirmed by records we saw, and what stakeholders told us. We viewed records and staff and people receiving a service told us that continuity of care is good with people receiving support from small numbers of familiar support staff.

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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