



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Amberleigh Care - Golfa Hall



Welshpool



01938554111



www.amberleighcare.co.uk

The inspection visits for this service took place between 18/05/2026 and 19/05/2026

Service Information:

Operated by:	Amberleigh Care Limited
Care Type:	Care Home Service Children's Home
Provision for:	Care home for children - with personal care
Registered places:	19
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Well-being at Amberleigh is excellent. Children live in a structured, nurturing environment promoting safety, consistency, and strong relationships. A therapeutic approach underpins daily life, supporting children to build confidence, develop skills and work towards their individual goals.

Care and support is good. Care staff know children well and provide consistent, structured support informed by detailed assessments and plans. This approach enables children to make steady progress over time within the model of care. Children feel safe, valued, and are listened to and involved in decisions about their care.

The environment is good. The home environment feels warm and welcoming, reflecting children's preferences and supporting daily routines. The extensive outdoor areas provide valuable opportunities for activity, reflection, and play. The environment is thoughtfully considered, with arrangements in place to meet and respond to children's individual needs.

Leadership and management is good. Systems support safe and consistent care. Many care staff feel well supported by the manager, and the wider leadership team works collaboratively and effectively to promote positive outcomes for children and support staff.

Findings:



Well-being

Excellent

Children experience excellent well-being and live in a nurturing environment where they feel safe, valued, and understood. A strong relational culture underpins daily life, enabling children to build trust, develop confidence and feel secure in their surroundings.

Interactions between children and care staff are consistently positive, respectful, and attuned. We observed warm, natural engagement, with humour, reassurance and clear communication used effectively. Care staff adapt their responses sensitively, reflecting a strong understanding of each child's needs, preferences, and communication style. This helps children feel confident, listened to and respected. Children told us, *"I feel safe here,"* and *"It's a good place to be."* Children spoke positively about care staff, describing them as *"respectful and helpful."* Children are at ease in staff company, engaging openly and seeking reassurance when needed.

Children have a strong voice and meaningful control over their daily lives. They contribute to decisions about meals, activities and routines through both structured meetings and everyday conversations. Advocacy is available, and children clearly understand how to raise concerns. Children explained who they would approach if worried, showing confidence in the systems in place. The culture of the home promotes identity, confidence, and personal development. Children are encouraged to recognise their strengths, build skills and work towards personal goals. Therapeutic input and consistent routines help children understand themselves better, manage emotions and build resilience.

Daily life is purposeful and engaging. Children take part in a range of meaningful activities, both in the home and within the community. These experiences promote independence, social skills, and a sense of achievement. Activities reflect children's interests, helping them stay motivated and engaged. Children's health and education needs are managed well. They attend education and access health services, with care staff promoting participation and structure. Routines provide predictability, helping children feel emotionally safe and settled. Relationships are approached carefully, recognising individual circumstances. Children are encouraged to maintain meaningful connections where appropriate, with care staff providing consistent reassurance when relationships are complex or limited. Children's language and communication needs are recognised within daily practice, with the home working towards delivering the Welsh Active Offer.



Care & Support

Good

Care and support is good. Children receive care, which is consistent, purposeful, and shaped around their individual needs. Care staff know children well and use detailed assessments and plans to guide daily practice. This approach enables children to make steady progress over time within the model of care.

Admissions are planned and carefully managed. Assessments, including impact and matching considerations, inform decision-making and help ensure children's needs are met. Children are prepared for transitions in a structured way, enabling them to settle and feel secure.

Personal plans are detailed and relevant, clearly reflecting children's experiences, risks, and goals. Plans focus on what matters to children and outline meaningful outcomes, including emotional development and participation in daily life. Children are actively involved in reviewing their plans and developing goals, with evidence showing their views influence decisions about routines, privileges, and boundaries. This participation is evident in daily life, where children contribute to routines, activities and key decisions through meetings and home community discussions. Children contribute to decision-making regarding independence in the community, managing finances and personal items through structured review processes.

Care staff respond to children using calm, relational approaches. Practice reflects a clear understanding of behaviour, with strategies centred on consistency, reassurance and helping children understand their experiences. Children are enabled to reflect on their progress and take part in shaping expectations around their behaviour and ongoing development. Children's voices are embedded within the culture of care. Care staff listen and respond in ways which help children feel heard and valued.

Children's health, education, and daily needs are well organised, with care staff promoting engagement in education and maintaining consistent routines. Medication is managed effectively, with staff receiving appropriate training in the safe administration of medication. Therapeutic input forms part of daily life, enabling children to build understanding, manage emotions and develop skills over time. Arrangements for safeguarding are effective and continue to strengthen. Care staff understand procedures clearly and respond appropriately to concerns, ensuring children remain safe.

Children are encouraged to develop independence through everyday experiences, including managing routines, budgeting, and accessing the community. Opportunities are identified in line with each child's progress, enabling them build confidence and prepare for the future.



Environment

Good

The environment at Amberleigh is good. Children live in a home that is warm, welcoming and promotes their well-being. The environment is well designed and organised to reflect children's individual needs, providing both shared and private spaces which contribute to a calm and settled atmosphere. Children live within home environments provided across two homes on the premises, including a main home and a separate space for those developing greater independence.

Ongoing assessments of children's needs inform how spaces are used, enabling care staff to tailor independence, progression, and outcomes in line with each child's development. Children move through different areas of the homes as their needs change, helping them build skills and confidence within a familiar environment. Children play an active role in shaping their environment. They personalise their bedrooms, all of which include en-suite facilities, and contribute to decisions about the home through regular house meetings and daily conversations. These meetings provide meaningful opportunities for children to share their views and influence changes within the home. This involvement promotes a strong sense of ownership, identity and belonging.

Shared spaces are used effectively and reflect daily routines and relationships. The communal dining area is well established, with children seen eating alongside care staff and engaging in predictable routines. Children understand expectations and take part in mealtimes confidently, including preparing and cooking food in the kitchen. These experiences promote independence, routine and social connection. The home extends beyond living spaces, with access to an on-site school and therapy provision. This integrated environment enables children to access education and therapeutic input within a consistent and familiar setting, contributing to continuity in their care and daily experiences. Outdoor areas are extensive and well used. Children benefit from safe and accessible spaces, including a sports court, which promote physical activity, engagement and positive well-being. Additional features, such as fish tanks within the home, contribute to a calm and therapeutic atmosphere.

Across both homes, the environment is clean and organised, with systems in place for hygiene, laundry, and daily living. Children are involved in everyday tasks appropriate to their development, promoting independence and responsibility. Health and safety arrangements are effective. Fire safety checks, maintenance systems, and certification are in place, helping to ensure a safe environment. Spaces benefit from ongoing investment and improvement. The Manager and maintenance teams respond to wear and tear and adjust in line with daily routines and children's preferences, ensuring the environment remains maintained and responsive to need.



Leadership & Management

Good

Leadership and management are good. There is clear oversight of day-to-day practice and a shared commitment across the team to achieving positive outcomes for children. Care staff told us they feel well supported, with comments such as “*We support each other.*” Care staff described improved stability and consistency within the team, which is strengthening relationships and contributing to better outcomes for children. Greater stability is contributing to more consistent routines and stronger relationships for children.

Recruitment processes are safely managed by a dedicated human resources team, with robust checks in place to ensure staff are suitable to meet the needs of the children in their care. Where agency staff are used, the manager maintains clear oversight to ensure a consistent approach and that staff understand children’s needs, risks, and routines, helping to promote continuity of care.

Training arrangements are effective. Care staff demonstrate good knowledge of safeguarding, behaviour support, and therapeutic approaches, reflecting the model of care. Supervision provides staff with guidance and reassurance, with arrangements in place that continue to strengthen. Oversight of practice is maintained, with an increasing focus on reflective discussion to develop staff skills and promote improved outcomes for children and the care they receive.

Governance arrangements are established and continue to strengthen. Systems provide effective oversight of incidents, safeguarding, staffing and day-to-day practice, supported by clear records and reporting structures. The manager and multidisciplinary team use this information to inform decision-making, identify patterns and maintain consistency in practice, ensuring care remains responsive to children’s changing needs.

The Responsible Individual (RI) demonstrates consistent and active involvement in the home and wider community, supporting oversight and contributing to the development of practice. This engagement strengthens oversight of the therapeutic model and promotes a shared understanding of care across the team. The RI, manager and wider team place clear value on children’s voices, ensuring their views are considered in decision-making. Children’s perspectives influence how the home develops, helping to shape care in a meaningful and consistent way.

Quality assurance processes include feedback from children and staff, alongside internal monitoring. These systems provide a clear understanding of day-to-day practice and support ongoing improvement, with increasing focus on impact and outcomes. Leadership and management continue to develop, with strengthening governance arrangements and a clear focus on embedding learning and improving outcomes for children.

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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