



Active 8



Menai Bridge



01248812902

The inspection visit took place on 09/09/2026

Service Information:

Operated by:	Keys Active 8 Care Limited
Care Type:	Care Home Service Children's Home
Provision for:	Care home for children - with personal care
Registered places:	5
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



Environment

Good



Leadership & Management

Excellent

Summary:

Well-being is rated excellent. Children's confidence, resilience, independence, and overall well-being are significantly enhanced through positive experiences and meaningful engagement.

Care and Support is rated excellent. Children receive highly effective, individualised care and are actively involved in decisions affecting their lives. Care staff demonstrate an excellent understanding of children's needs and behaviours and are committed to achieving positive outcomes.

Environment is rated good. The home provides a clean, comfortable, and well-maintained environment that offers a good standard of accommodation and effectively meets children's needs.

Leadership and Management is rated excellent. Strong leadership, effective governance, and robust quality assurance systems promote consistently high standards of care. Care staff are well trained, supported, and motivated, enabling them to provide excellent outcomes and experiences for children.

Findings:



Well-being

Excellent

Children experience exceptionally positive outcomes because their views, wishes and aspirations are central to the care and support they receive. Records demonstrate children's voices are consistently and comprehensively reflected throughout personal plans, reviews, and records. Children actively contribute to developing and reviewing their personal plans, ensuring their preferences, ambitions and personal goals remain at the heart of decision-making. Goals and aspirations are clearly identified, regularly reviewed, and updated to reflect progress and changing needs. These arrangements enable children to recognise and celebrate their achievements while working towards meaningful future outcomes.

Active8 adopts a highly effective and child-centred approach to risk management. Risk assessments are detailed, proportionate and focus on creating opportunities rather than imposing unnecessary restrictions. Care staff support children to reflect on risks, develop resilience, and learn from experiences in a safe and structured way. This supports children increase their independence while maintaining their safety and well-being.

Children's health and emotional well-being are promoted to a very high standard. Personal plans and health records evidence children are fully involved in developing their health plans and care staff actively encourage them to understand and manage their health needs. Monitoring arrangements are thorough and ensure children receive appropriate support when required. Children access a wide range of meaningful indoor and outdoor activities, interests and hobbies tailored to their preferences.

Children are given the opportunity to participate in activities provided through Active8 and benefit from extensive opportunities to develop skills, confidence, and self-esteem. Children are supported to achieve recognised qualifications through the King's Trust, Agored Cymru and Assessment and Qualification Alliance (AQA). These opportunities significantly enhance prospects and support children achieve outcomes that often exceed expectations.

Children are protected by high standards of hygiene and effective management oversight, which help to ensure they live in a safe, clean, and healthy environment. The service maintains appropriate infection prevention and control practices, and leaders (Responsible Individual (RI), manager and two deputy managers) regularly monitor the quality of care provided. This enables any issues to be identified and addressed promptly, supporting children's health, well-being, and safety.



Care & Support

Excellent

Children receive exceptionally high-quality care and support from highly skilled and experienced care staff who demonstrate an outstanding understanding of children's individual needs, strengths, risks, and aspirations. Robust pre-admission assessments are undertaken in partnership with children, families, and professionals to ensure needs and behaviours can be met. This collaborative approach continues throughout children's 90 day stays at Active8, ensuring care remains responsive, consistent, and centred on achieving the best possible outcomes.

Children's rights, dignity, and individuality are at the heart of care staff practice. Personal plans comprehensively reflect children's preferences, needs, wishes and desired outcomes, with the voice of the child clearly embedded throughout records and reviews. As a result, children develop confidence, independence, and a strong sense of personal identity. Children benefit from trusting, nurturing relationships with care staff who know them exceptionally well and consistently place their well-being at the centre of practice. A child told us they feel safe, respected, and settled at Active8.

Children's health and well-being are actively promoted. Care staff encourage children to develop healthy lifestyles and engage with services that support their physical and emotional health needs. Children are safeguarded via a strong, proactive approach to safeguarding which is embedded throughout the service. Individual safety plans reflect children's needs and vulnerabilities and are regularly reviewed to ensure they remain effective. A positive safeguarding culture is evident, underpinned by reflective practice and a commitment to continuous learning. Records demonstrate that reflection following incidents forms a core aspect of practice and is used effectively to improve support and outcomes for children.

Discussions with a child confirmed they feel respected, listened to and valued. They told us care staff are approachable, supportive and involve them in planning activities. They understand how to raise concerns and feel confident their voice is listened to. Care staff consistently describe the quality of care as outstanding and provided examples of children making exceptional progress. Records evidence sustained progress towards personal outcomes, demonstrating the service's highly effective approach to improving children's well-being.



Environment

Good

Children benefit from a good-quality environment that is comfortable, welcoming and supports their day-to-day needs. The home provides a range of communal and private spaces where children can spend time alone, socialise with care staff, participate in activities, and meet with visitors. Communal areas are clean, comfortable, and furnished to a good standard, creating a homely atmosphere where children can relax and engage positively with care staff.

Children have access to suitably equipped bedrooms and are encouraged to personalise their rooms to reflect their individual preferences. However, due to the short-term nature of the service and opportunities for children to access alternative accommodation during their time at Active8, children do not always choose to personalise their bedrooms. Nevertheless, bedrooms observed are appropriate and meet children's needs.

Children have opportunities to stay in off-site accommodation located close to the outdoor activities they have chosen to participate in. These locations include counties such as Gwynedd, Anglesey, and Conway, enabling children to access a wide range of recreational and developmental experiences while receiving support from the service. Inspectors reviewed maintenance records, manager monitoring reports and independent visitor reports relating to these properties.

The home is warm, well maintained and provides suitable furnishings and equipment to meet children's needs. Bathroom facilities promote privacy, dignity, and safety. While the environment is accessible for those with good mobility, the service has some limitations regarding accessibility for individuals with significant mobility needs. As a result, although the environment effectively meets the needs of the children currently residing at the service, opportunities exist to further enhance accessibility.

Active8 has appropriate systems in place to ensure the environment remains safe and well maintained. The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, and environmental health.



Active8 provides children and care staff with exceptional leadership and management that promotes a clear vision, high aspirations, and an unwavering commitment to achieving the best possible outcomes. The Responsible Individual (RI), manager and deputy manager demonstrate strong and effective leadership and have established a positive culture where children are at the centre of practice. Their shared vision is clearly understood by care staff and consistently translated into high-quality care that delivers excellent outcomes for children. The service is exceptionally governed. There are robust systems in place to monitor, evaluate and improve the quality of care provided. Comprehensive auditing and quality assurance arrangements enable leaders to identify strengths, address areas for development and drive continuous improvement. A wide range of audits, monitoring activities and management oversight processes are completed regularly and are used effectively to evaluate practice and ensure children receive safe, consistent, and high-quality care. The Responsible Individual, manager, independent visitor, and two deputy managers maintain exceptional oversight of all aspects of the service and are highly visible and accessible to both children and care staff. Leaders demonstrate a strong commitment to the service and are ambitious for children and care staff alike. They promote a culture of reflection, learning and accountability, ensuring practice continually evolves to meet children's changing needs and behaviours. Decision making is informed by feedback from children, families, professionals, and care staff, ensuring the service remains responsive and focused on achieving positive outcomes.

Children benefit from a stable, experienced, and highly skilled workforce. Care staff demonstrate a thorough understanding of children's individual needs and behaviours and are fully committed to supporting them succeed. Active8 has high levels of care staff retention, with many care staff having worked at the service for several years. Care staff describe feeling valued, well supported, and confident in the leadership of the service.

Effective recruitment, supervision, training, and professional development arrangements ensure care staff possess the knowledge and skills required to meet the complex needs of children. Leaders have high expectations of practice and support care staff to continually develop their skills through ongoing training, reflective supervision and team learning opportunities.

Partnership working is a significant strength of the service. Leaders maintain positive relationships with families, social workers, and other professionals, ensuring children's care is coordinated and effective. Feedback from professionals demonstrate confidence in the service and its ability to achieve positive outcomes for children. As a result of strong governance, exceptional oversight and highly effective leadership, children receive consistently high-quality care from a skilled and committed workforce and achieve sustainable outcomes that frequently exceed expectations.

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

This report is also available in Welsh

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.