



Cae Eithin



Swansea



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<https://accomplish-group.co.uk>

Date(s) of inspection visit(s): The inspection visit took place on 15/08/2025

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Excellent



Leadership & Management

Excellent

Summary:

Cae Eithin is a small care home which provides support to females with mental health support needs. At this inspection, we found all four themes of Well-being, Care and Support, Environment and Leadership and Management to be excellent.

People are very settled and happy and have very good relationships with the others living in the service as well as the care team supporting them. People participate in the development of their own personal plans and influence decisions within their home. There is an emphasis in Cae Eithin for people to engage in the things they enjoy, and this is embraced as much as possible. The service is very homely and is personalised to meet the needs of the people living there. Recent changes made to the kitchen were designed with people. People are proud of their home.

The Service manager is very dedicated and respected in their role and is supported by an enthusiastic and approachable deputy. The small care team are recruited, trained and supported effectively and are very happy in their roles. The whole staff team in the service are highly motivated to support people to live their fullest lives possible. Multiple oversight tools ensure the service continues to meet the needs of people.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. There is an outstanding and clear commitment from all leaders and staff to listening attentively, providing comprehensive information, in a format people can understand and supporting people to make exceptionally well-informed choices. This highly effective approach empowers people to take charge of their lives with confidence and assurance. People experience excellent well-being in Cae Eithin and are encouraged to do things that matter to them. During the inspection, people were encouraged to participate in community events to celebrate their successes with arts and crafts and were supported by care staff and their peers during the vent. We saw this gave people confidence in the community and enhanced their self-esteem. The care team are highly motivated to bring out the best in people and to encourage them to have the best quality of life that they can. They supported people to overcome challenges and continue to support them to exceed their expectations and enhance their outcomes further.

People are safe and protected from abuse and neglect. People told us they feel very safe with the staff that support them. The service itself is normally always secured, so people feel safe, and people can access the community when they want to with the support that they need. There is a sign in book on entry and leaving for all visitors to complete. There are safe recruitment procedures in place to ensure that all staff employed are suitable to work with vulnerable adults. Deprivation of Liberty Safeguards (DoLS) are in place for those with diminished capacity and unable to make decisions about their care, health and accommodation.

People are supported to cultivate safe and healthy relationships. People living in Cae Eithin have developed wholesome, and strong relationships with their peers and care staff. There is a feeling of family in the service, and this is reflected and felt throughout. The manager told us they strive to maintain relationships between people and their families and friends as much as possible. This can include collecting and bringing people to the service as well taking people to meet ups.

People live in accommodation that supports their well-being outcomes. The service is a small house with a family and domestic feel. It is homely, well maintained and furnished to meet the needs of people well. People influence the décor, and any renovations or changes needed are discussed with them and their choices respected.

The service is working towards the active offer in Welsh. There are people in the service who speak Welsh and staff are trying to learn. The manager told us: Welsh speaking residents and their relatives teach Welsh to the care staff, and they are often heard practicing together. Documentation is available in Welsh for people should they want this.



People receive excellent quality of care and support they need to achieve their personal outcomes - care is designed in consultation with people, considering their wishes, aspirations, risks, and specialist needs. People experience continuity of care, with staff consulting relevant agencies and specialists as required. The provider has recently transferred care documentation onto electronic records. Those seen are very well written, contain excellent information about people and how best to support. Personal plans are reviewed routinely with people and are supported by detailed risk assessments which give clear guidance to staff on how best to support people when they are at mental health relapse. People lead active lives in Cae Eithin, and this is documented in their individual activity books which are full of pictures of people and things they have enjoyed.

People are protected from harm and abuse. We saw on the training matrix, care staff complete mandatory safeguarding training, those spoken with have a good understanding of their responsibilities and know how to report any concerns about the people they support. The provider has policies and procedures in place for Safeguarding, and these are up to date with current legislation. Deprivation of Liberty Safeguards (DoLS) authorisations are requested if people lack the capacity to make decisions about their care, support, and accommodation themselves.

People's medication is safely managed. Medication is stored appropriately in the office where temperatures are checked and logged. Each person has their own locked cupboard to minimise risk of errors. People are supported to be as independent as possible however medication risk assessment is in place to determine the level of support needed. Medication administration record (MAR) charts viewed are completed correctly with no gaps visible. There are good records in place for medication administered 'as needed' (PRN) with reasons why it has been prompted. We saw good records on file of appointments and any actions from these appointments to be taken. Care staff know the people they support very well and can recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed to act and respond appropriately. The service has successfully supported people through illness and implemented measures which has prevented hospital admissions in the last 18 months which has given them praise and recognition from health professionals and the care teams.

People's risk of infection is minimised by the service provider promoting good hygiene practices. People have responsibilities in the service to complete household and laundry duties and prepare meals and drinks. Safe handling of food procedures are encouraged and the use of personal protective equipment (PPE). People are encouraged to participate in training courses as well as care staff where possible. There are sufficient stocks of PPE and cleaning equipment available in the service and these are stored securely. There service is clean and there is good cleaning practices in place.



Environment

Excellent

People live in a homely and well-presented environment that meet their needs exceptionally well. Cae Eithin is very homely and well-presented three-bedroom house. There is a very welcoming and comfortable atmosphere in the service. The service consists of an open plan lounge-diner, kitchen, utility area, office and one of the three bedrooms downstairs and on the first floor are the other two bedrooms (one which in en-suite) and a large bathroom. There is a small secure enclosed garden to the rear of the building with patio furniture and a summer house. The manager told us that the summer house is due to be replaced in due course and the new one will be insulated and heated to encourage year-round use. The is well maintained both internally and externally. The furniture and internal décor are in good state of repair as there have been improvements and redecoration in the service since the last inspection. Recent work in Cae Eithin has been the renovation of the kitchen, which has now been subdivided into the main kitchen and a small utility area where chemicals or substances that are hazardous to health (COSHH) are stored securely. People told us they were consulted and influenced the colour schemes and some of the fixtures and fittings that were installed during this renovation. The service has been painted internally too, and the office has been refurbished and it now less cluttered. People's bedrooms are personalised with their own items.

There are excellent and robust procedures in place to identify and minimise risks to health and safety in the service. The whole service is very clean and there are good maintenance procedures in place to ensure that daily, weekly, monthly checks of areas within the home are maintained, this includes fire alarm and equipment checks, window restrictor checks and more. The fire risk assessment is monitored by an external provider routinely and there is personal emergency evacuation plans in place for people. Certificates are in place to confirm annual servicing of utilities within the service are up to date. The provider has an external contract with a maintenance company that carry out any major works needed in the service. And these are normally done on a priority basis as and when budgets become available. Oversight of the environment is excellent, the manager carries out environmental audits which are also followed up by the RI during routine visits, and these are logged in their reports.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service and the provider has excellent oversight and organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The service has performed exceptionally well as part of the providers schemes and has recently been awarded the company's Epic award- for excellent / outstanding performance in all audits and providing excellence in care. Cae Eithin is one of multiple services run by the provider and therefore there is ample supported available from external departments such as a Human resources and estates team and more. This support enables the manager to concentrate on the quality of care being delivered and exploring ways to enhance the well-being of people. The manager of the service knows the people supported very well, is very approachable and has a good rapport with the care team. They carry out routine audits which are also overseen by the Responsible Individual (RI). All audits are up to date and are tracked on the providers electronic system, the system is highly effective as it alerts the manager when any documentation or audits are due. The RI visits the service routinely and speaks with people and care staff to obtain their feedback, log this information and use this to drive improvements. This information is logged on visit reports and feeds into the biannual Quality of Care Review.

People are at the heart of the service at Cae Eithin, and the service manager has incorporated this into the quality-of-care review in a very innovative way. QR codes of videos produced by people are available on key documentation in the service which shows that people have a voice, and their opinions are valued. The provider has policies and procedures in place that are reviewed routinely. The services' Statement of Purpose reflects the service well.

The provider has thorough and robust procedures in place to recruit, train and support care staff effectively. We looked at personnel files and saw all the required documentation for identification background checks including work references and up to date Disclosure and barring service DBS checks in place. Supervision and appraisal are prioritised and staff feel supported in their roles. There are high levels of training completed by care staff, which includes mandatory modules and development modules as seen in the providers statement of purpose. This includes safeguarding, supporting people with mental health disorders, learning disabilities and much more. Regular staff meetings take place which ensures staff are up to date with information about people and the service. Care workers spoken with are happy in their roles, feel valued and supported and are dedicated to support people to achieve their outcomes.

There are good financial oversight arrangements in the service. The provider has invested money into the environment and continues to do so with further plans in place to replace the summer house. Staffing levels in the service are suitable to ensure people can do the things that matter to them and receive the right support at the right time.

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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