Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

College Fields

413 Western Avenue, Cardiff, CF5 2BD

02920569624

https://accomplish-group.co.uk

The inspection visit took place on 21/09/2026

Service Information:

Operated by:	Accomplish group ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with mental health needs
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

College Fields provides high-quality, person-centred care and support to men aged 18 and over with mental health needs, including those with forensic histories.

The well-being outcomes for people are excellent, with highly personalised support enabling individuals to build on their strengths, maintain and develop their independence and achieve positive outcomes.

The care and support people receive is excellent. People receive personalised support that is tailored to their needs through effective care planning, risk management and professional involvement. This helps people develop skills, pursue interests and make informed choices safely.

The environment is good. People live in a homely, personalised and well-maintained environment that supports comfort, dignity and well-being. The provider undertakes regular maintenance and repairs, and ensures the home is safe.

The leadership and management of the service is excellent. The provider has good oversight of the service. The management promotes an exceptionally strong, positive culture where people, relatives, care staff and professionals feel listened to and valued.

Findings:

Well-being — Excellent

People at College Fields experience excellent well-being and quality of life through highly personalised support that promotes independence, choice and inclusion. Care staff empower people to build on their strengths, develop skills, pursue their interests and participate in meaningful activities within the service and wider community. A visiting professional told us, *"I am 100% confident in their ability to construct and deliver meaningful support and care plans that are beneficial to our service users in their journey towards community rehabilitation"*.

People are actively involved in decisions about their care and daily lives. Their individual needs, preferences, culture, identity and relationships are consistently respected and reflected in person-centred planning and support. One person said *"I feel able to voice my opinion. There is flexibility to be able to still lead my own life with support in areas needed".*

People benefit from a strong, open and inclusive culture where they are treated with dignity and respect. Care staff know people well, promote trust and positive relationships, and consistently support individual identity, diversity and well-being. Feedback from people and relatives is exceptionally positive, with one relative commenting: *"We are so grateful to College Fields for their understanding, attention to detail, high standards of behaviour and respect for those in the house and others. They are always ready to go the extra mile."*

People are protected from harm, as far as is possible, through proactive risk management that promotes safety, independence and choice. They are supported to make informed decisions and take positive risks, helping to build confidence and maintain control over their lives. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. Care staff and management provide clear information and encouragement to people. This approach is reflected in person-centred plans and risk assessments. Another visiting professional told us the service provides a *"Holistic approach to care of patients with complex mental health difficulties and risk issues. The right balance of support and positive risk management."*

Care & Support — Excellent

People receive excellent care because the manager completes thorough assessments to ensure the service can meet their needs and personal outcomes. Compatibility with others living at the service, accommodation suitability and information from professionals are carefully considered. People's needs and preferences inform admission decisions, ensuring the service is well placed to provide effective, personalised support. One professional stated, *"I am 100% confident in their ability to construct and deliver meaningful support and care plans that are beneficial to our service users in their journey towards community rehabilitation".*

People are encouraged to set and achieve their own goals, with progress regularly reviewed and support tailored to maximise outcomes. The service goes above and beyond to help people achieve their goals, which includes achieve greater independence, develop life skills, access meaningful opportunities and progress towards more independent living. Care staff told us, *"Our staff team working together to promote the gentlemen to move on to a less supportive role, so they gain confidence and are happy to move on"*.

People receive highly effective care and support and are involved in their own care planning. Care plans viewed are comprehensive, reviewed regularly and provide clear guidance about communication, health needs, risks and what matters to people. Feedback from people and professionals evidenced positive health and well-being outcomes, particularly for those with complex needs. Recommendations made by health professionals for care and treatment, are carried out as directed. A relative said *"The wide experience of those running College Fields makes a huge difference to our son's care as they really understand his needs and help us better understand them too.".*

People are protected from harm and abuse. We found appropriate systems in place to protect people whilst ensuring their rights and freedoms are respected. Care staff receive appropriate training, understand their responsibilities and are supported by robust policies, risk assessments, audits and specialist input when required. Management actively review incidents and embed learning to drive continuous improvement. People live in personalised environments they regard as their home, where their well-being, rights and safety are consistently promoted.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, records are complete, storage arrangements are robust and the overall administration of medication is effective. Care staff are trained in medication administration, and routine audits ensures practices remain safe and effective. People are supported to become more independent with medication and move toward self-medicating when suitable.

Environment

Good

People benefit from a warm, comfortable and welcoming environment at College Fields. The service has good transport links to the city and local areas. The home is nicely decorated and suitably furnished. People personalise their bedrooms as they wish, and all have ensuite facilities. The home is secure to prevent unauthorised access and protect people. Visitors make themselves known on arrival and care staff ensure they sign in and out of the premises. People told us they are happy, with their accommodation with relatives saying they are always made to feel welcome when visiting. A visiting professional said, *"College Fields always appears to provide a friendly environment",* with another saying "*The home is welcoming and pleasant to attend. The management and the staff are approachable and enjoyable to talk* to.".

People have access to comfortable communal areas for socialising and private spaces when they wish to spend time alone. Communal areas are well-furnished and cozy. There is an enclosed garden and patio area to the rear of the home. The home environment promotes well-being, independence and daily living skills, with people encouraged to take responsibility for household tasks and their personal spaces. With support from care staff people develop daily living skills through tasks such as laundry and meal preparation. Relatives value the environment, with one commenting, *"The homely atmosphere is also a major factor"* in supporting their relative's independence, and another saying, *"The house is spotless and welcoming.".*

The service is maintained to good standard, and the provider has procedures in place to identify and mitigate risks to health and safety. We saw there is routine servicing of utilities such as electricity and gas. There is an up-to-date fire risk assessment and fire safety features are regularly checked and serviced by suitably qualified people. There is a plentiful supply of cleaning products, which are stored in accordance with Control of Substances Hazardous to Health (COSHH) recommendations. Infection control policies and procedures are in place, with sufficient supplies of Personal Protective Equipment (PPE) for care staff to use. We saw evidence of a comprehensive programme of environmental, health and safety and infection control audits which help identify and address issues promptly.

Leadership & Management — Excellent

There is a positive and empowering culture at College Fields. Management promote an exceptionally strong, positive culture where people, relatives, care staff and professionals feel listened to and valued. It is clear the management team know people and their families well, are conscientious and well organised. Feedback was highly positive, with one relative stating, *"Julie [manager] runs a great team. They are all very kind and supportive of our son as well as taking time to discuss with us,"* and another commenting, *"We are so grateful to College Fields for their understanding, attention to detail, high standards of behaviour and respect for those in the house and others. They are always ready to go the extra mile."*

The registered manager is supported by a deputy manager and Responsible Individual, who promote a positive and proactive culture across the service. Care staff described the manager as *"compassionate"* and *"extremely supportive"*. Feedback from care staff was extremely positive, with one commenting, *"In my experience, the staff team all appear happy, and I think it's due to supporting each other and feeling supported by management"*, while another said management are *"always open to feedback and trying new things to improve the service".*

People achieve positive outcomes through support from a skilled and experienced team of care staff who know them well and understand their individual needs. Safe staffing levels, robust recruitment processes and ongoing training ensure people receive consistent, high-quality care. Care staff say the training they receive is comprehensive and helps them deliver care and support that is safe and effective. A visiting professional described the service as having an *"Experienced staff team. Expertise in managing complex patients."*

Effective governance arrangements support the quality and safety of the service. A comprehensive programme of audits, regular visits from the Responsible Individual and ongoing stakeholder feedback inform quality assurance and service improvement. Audit findings are reviewed through action planning and monitoring processes, ensuring strengths and areas for development are identified and addressed. Policies and procedures are regularly reviewed to reflect current legislation and best practice.

Leadership and management arrangements are exceptionally effective. Strong governance, high staff engagement, robust oversight and a clear commitment to person-centred practice result in a service that consistently delivers excellent outcomes. The provider demonstrates a sustained ability to maintain high standards whilst continually adapting and developing support to meet the people's changing needs and aspirations.

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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