



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Dyfan Court



Barry



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

The inspection visit took place on 10/12/2025

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:	4
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



Environment

Good



Leadership & Management

Good

Summary:

Dyfan Court is a small, welcoming and comfortable home which meets the needs of people living there.

‘Wellbeing’ is rated ‘excellent’ as people are, without exception, supported to live healthy, meaningful and fulfilling lives. People have access to enriching, learning experiences delivered in creative and inclusive ways.

‘Care and support’ is rated ‘excellent’ as support plans are highly detailed and clearly reflect individual likes and preferences. They comprehensively outline how staff can help people to achieve their goals. Plans focus on what people can do well and independence is encouraged.

‘Environment’ is rated “good” as people live in a home which is warm and inviting and is adapted to suit individual needs. People tell us, and it is evident from observations, people are happy living there and take pride in their own space.

‘Leadership and management’ is rated ‘good’ as the provider demonstrates effective oversight and promotes a positive organisational culture. People consistently achieve excellent outcomes due to the provider’s commitment to developing and retaining a skilled, consistent and competent workforce.

Findings:



Well-being

Excellent

Without exception, people are supported to live healthy, meaningful and fulfilling lives. People are supported to have as much control as possible. We saw superb support from care staff to enable people to meet their goals. We saw how one person, previously nervous of water, gained confidence through water play and now uses the local swimming pool. Another person told us that they are helped to cook a weekly meal for everyone. This includes using an iPad to source menus and shopping to source ingredients. We saw care staff treating people with dignity and respect, with warm, encouraging interactions.

People have exemplary support to ensure they maintain and improve their emotional, physical and mental well-being. They attend walking groups, weight-loss support, swimming, sensory sessions and community events. They meet with others from similar homes and stay connected with friends and family. People are very well supported to build friendships and maintain important relationships.

People have enriching learning experiences delivered in creative ways. One staff member has developed an outstanding weekly learning programme using their exceptional understanding of each person's abilities and learning styles to fully adapt activities. We saw creative, interactive resources supporting events and activities. Activities include treasure hunts, games, music, touch or sensory activities, pairing and art. While activities are fun and support social interaction, all have learning opportunities built in, covering topics such as money and awareness of dangers.

Information is shared in ways which suit each person, using different tools and formats. Notice boards provide details of the independent advocacy service, ensuring people understand their rights. People take part in decisions which affect them. We saw easy read versions of information available, including Safeguarding Adults information. We saw a notice board encouraging people to speak up if they have any concerns, and staff encourage people to share their worries.

Where needed, people receive support with their finances. Spending is focused on improving their quality of life—for example, trips, groups, events, clothing, technology and other items that support well-being.

People feel a strong sense of ownership in their home. Two people have been encouraged to be fire wardens with high visibility jackets provided to support the task. People are encouraged to be part of recruiting prospective staff, including being part of the interview process if they wish.



Care & Support

Excellent

People experience high quality care from a stable and compassionate staff team who know them well. We observed warm, respectful relationships throughout. Staff use creative strategies to meaningfully engage with people. We saw evidence of people attending weekly 'lesson learning' sessions which are adapted to ensure all people can participate. Staff show initiative in supporting people to be more independent with their activities of daily living. One person uses their iPad to watch YouTube videos helping them to clean their teeth properly, and another uses their watch to monitor the steps they walk each day. Family members told us that they have no concerns about the care delivered by the service. They told us their relative has "*Come on leaps and bounds*," confirming their development and steps made towards independence. People attend health appointments on a regular basis and have superb access to external health professionals. Health promotion is actively encouraged and highly personalised.

People and their representatives are actively encouraged to be involved in producing their support plans. Support plans are detailed and clearly reflect individual's likes and preferences. They comprehensively outline how staff can help people to achieve their goals. Support plans focus on what people can do well and how independence is encouraged. Care staff are guided by extremely clear plans, which enable them to effectively support people, promoting meaningful relationships and purposeful activities. Risk assessments are robust and comprehensive and provide staff with clear step-by-step guidance on how to support people in the least restrictive manner.

There are strong measures in place in relation to medication. The service follows the stopping over medication of people with a learning disability and autistic people (STOMP) program which advocates medication for the right reasons, at the right dose, for the least amount of time. This has been highly successful in the service, and we saw evidence of people experiencing exceptional outcomes.

Infection and hygiene control measures support people's good health. We saw care staff wearing personal protective equipment (PPE) appropriately including during food preparation and medication administration. Surfaces and equipment are cleaned regularly.



Environment

Good

People live in an environment which meets their needs supporting and encouraging wellbeing. People live in a spacious, bright and airy bungalow which feels warm and welcoming. People who are less mobile are easily able to navigate the premises. The open plan living design includes a lounge and a large kitchen/dining area with plenty of seating to support communal eating. There is a shared adapted bathroom. People personalise their bedrooms and those who are able are encouraged to clean their rooms and help with more general household tasks. One of the bedrooms showed signs of wear but there is a plan to redecorate and replace the furniture. The home is decorated to a high standard, is clean and tidy. We saw beautiful poetry and photographs of the Dyfan Court 'family' in the hallway. There are colourful notice boards, but we discussed that some information would be better suited to the staff area. People have access to a private space to meet with family and professionals. The garden area is well maintained, and people enjoys BBQs and water play during the warmer months. One person lives in a separate small flat containing a kitchenette and ensuite bathroom, giving privacy and promotes independence.

The provider has measures in place to maintain the environment and ensure people are kept safe. The service provides suitable equipment to meet peoples' needs, and a new shower chair was ordered during our visit due to the current one requiring some attention. The building is well maintained, and we saw evidence of relevant health and safety checks and audits carried being carried out. Heating and electrical equipment is serviced on an annual basis. Risk assessments are up to date and the fire risk assessment, including individual personal emergency evacuation plans (PEEPS), is robust and updated regularly. Fire alarm testing is done on a weekly basis, and we saw evidence of fire drills being carried out. Measures are in place to ensure visitors to the building cannot enter without having to be let, and identity checked. All care records and personnel files are stored securely in a locked office.



Leadership & Management

Good

The service provider demonstrates effective oversight and promotes a positive organisational culture. The Responsible Individual maintains strong procedures and ensures the management and administration of the service are well-organised. Quality assurance systems are used to consider people's experiences, with documentation clearly evidencing issues are identified and addressed appropriately. The service collaborates with professionals such as Positive Behaviour Support (PBS) practitioners and Speech and Language Therapy (SALT) to promote wellbeing outcomes. We noted that internal audits had not identified some minor issues, but this is being addressed by the provider. Policies we considered are robust, regularly reviewed, and reflect current best practice. The provider can supply documentation in Welsh, but in terms of language, there is no current service delivery need identified.

People consistently achieve excellent outcomes due to the provider's commitment to developing and retaining a skilled, consistent and competent workforce. Recruitment processes are rigorous, with staff files containing all required pre-employment checks to ensure staff are fit to work with adults at risk. Staff turnover is low, and many staff have worked within the service for several years. Staff report feeling well supported by leadership through regular supervision, and telling us they have excellent opportunities for learning and development. Staff supervision occurs regularly, although supervision records are basic, making it difficult to evidence the full scope of discussions. Staff speak positively about their work environment, describing the service as a "*Lovely place to work*," with strong team working and a supportive manager who is present and approachable. One newer staff member demonstrated a calm, person-centred approach and clear understanding of the service's aims. They emphasised independence, choice, routine, and meaningful activity are core elements of support, reflecting the overall ethos of the service provider.

We found training provision to be comprehensive with specialist training offered in areas such as rescue medication for epilepsy. Care staff complete a robust face-to-face induction with ample opportunities for shadowing before working independently. Staff follow strong safeguarding policies and receive regular training to ensure they understand their responsibilities and know how to report concerns. The training matrix is comprehensive and able to identify when staff need to receive refresher training. We saw accident records are well maintained, and staff demonstrate strong knowledge about incident reporting

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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