



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ffordd Newydd



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

The inspection visit took place on 06/07/2026

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:	6
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

Good



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People experience good Well-being, there they receive personalised support that promotes independence, choice and positive well-being outcomes. They are actively involved in decisions about their care and are supported to manage their health needs, achieve personal goals and participate in meaningful activities. Strong risk management arrangements help people remain as safe as possible whilst maximising independence and choice.

People receive highly individualised, excellent care and support that consistently helps them achieve positive outcomes. Detailed support planning, effective healthcare coordination, robust safeguarding and medication management ensure people receive safe, responsive and outcome-focused care. Relatives describe staff as “amazing”, while professionals praised the service’s consistency and communication.

The environment is good. The service is clean, homely and well-maintained. Designed to promote independence and recovery, self-contained flats provide privacy and autonomy while maintaining access to support when required. Effective maintenance arrangements, routine safety checks and robust health and safety systems ensure the environment remains safe, comfortable and fit for purpose.

Leadership and Management is excellent, the service is exceptionally well led, with strong

governance, effective oversight and a clear focus on continuous improvement. People are supported by a stable, skilled and highly trained workforce. Staff speak positively about supportive leadership, strong teamwork and a positive culture that enables them to deliver high-quality, person-centred care.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. People receive highly personalised support that promotes independence, choice and positive well-being outcomes. Care planning is detailed, outcome-focused and regularly reviewed, reflecting what matters to people, their aspirations, strengths and support needs. People are actively involved in decisions about their care through regular keyworker meetings, monthly one-to-one discussions, reviews and coffee mornings. Records seen show people are encouraged to express their views, and make choices about their daily lives, activities and future goals. Positive risk-taking is embedded within practice, enabling people to develop skills and maintain independence whilst remaining as safe as possible. People are supported to access healthcare services, attend appointments and manage complex health conditions, including mental health needs, epilepsy and diabetes.

People are safe and protected from abuse and neglect. Robust safeguarding arrangements support people to live safely whilst maintaining their rights and dignity. Staff have a good understanding of safeguarding responsibilities and benefit from high levels of training compliance, regular supervision and clear reporting procedures. Detailed up to date risk assessments are in place to reflect changing needs and circumstances. We saw strong risk management arrangements for people with complex needs, including absconding risks, mental health concerns and epilepsy, with control measures proportionate to identified risks. Medication systems are well organised, effective auditing, secure storage arrangements and accurate recording systems in place. The provider responds appropriately to safeguarding concerns and incidents, with evidence of learning and action taken when concerns arise. People consistently told us they feel safe living in the service.

People are supported to cultivate safe and healthy relationships. The service places a strong emphasis on supporting people to lead meaningful lives and remain connected with those who are important to them. People are encouraged and supported to maintain family relationships, participate in community life and develop social networks. A wide range of activities were seen, including concerts, theatre visits, community events, shopping trips, bowling, cooking, arts and crafts, celebrations and family-inclusive events. These opportunities promote social inclusion, confidence, emotional well-being and community engagement. Staff work proactively with people to identify goals, interests and aspirations, supporting them to develop practical life skills, build independence and participate in activities that are meaningful to them.

People live in accommodation that supports their well-being outcomes. The service provides a clean, homely and personalised environment that promotes independence, recovery and quality of life. People live in self-contained flats offering privacy, autonomy and opportunities to develop daily living skills within a supported setting. The service is well maintained, appropriately furnished and reflects people's personal preferences. Health and safety systems are effective, with environmental, fire safety and maintenance checks completed regularly. Improvements have been made since the last inspection, including fire safety enhancements to individual flats, and there are plans to further increase communal space which will enhance social opportunities.

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Care & Support

Excellent

People receive excellent, person centred care and support which enables them to achieve their personal outcomes. Support plans seen are comprehensive, highly individualised and demonstrate a thorough understanding of people's histories, aspirations, strengths and changing needs. We saw care planning that goes beyond meeting assessed needs and actively supports people to progress towards greater independence, recovery and improved quality of life. Staff work closely with people, healthcare professionals and relatives to ensure support remains responsive and outcome focused. Records seen, showed regular reviews, detailed monitoring of progress and a strong emphasis on co-production. Feedback was overwhelmingly positive, with people describing staff as *"good and caring"* and *"very supportive"* and reported they are supported to achieve things they had not experienced previously, such as living independently in their own flat and accessing a wider range of community opportunities. Relatives told us, *"The staff are amazing. They look after X; that is what matters to us,"* reflecting the confidence families have in the care provided. A professional described the service as *"consistent"* and highlighted *"good communication from provider and staff support client to attend appointments,"* demonstrating positive partnership working and strong outcomes for people.

People are protected from harm and abuse. The service demonstrates a strong culture of safety, openness and accountability, ensuring people are protected whilst promoting their rights, independence and dignity. Staff receive extensive safeguarding and specialist training and are knowledgeable about recognising concerns and escalating issues appropriately. Care records evidence detailed, dynamic risk assessments tailored to individual circumstances, particularly where people experience complex mental health needs, epilepsy, self-harm risks or absconding behaviours. Risk management approaches are proactive and balanced, enabling people to achieve positive outcomes without unnecessary restrictions. Staff feedback reflects a strong safeguarding culture, with one member of staff stating, *"All rights of people we support are respected. They are given choice"*.

People's medication is safely managed. Medication practices are well organised and support positive health outcomes for people. Robust systems ensure medicines are stored securely, within peoples' own flats, administered safely and reviewed appropriately. Medication Administration Records (MAR) viewed were completed accurately. Effective auditing processes, daily stock checks and comprehensive recording of PRN (medication prescribed as needed) medication usage is also in place. We saw proactive healthcare involvement in care files, including medication reviews and specialist input which has resulted in improved outcomes for people.

People's risk of infection is minimised. Effective infection prevention and control arrangements are in place. We found the service clean and well maintained throughout. Appropriate supplies and equipment is available to support good infection control practices. Staff complete relevant training and there are robust systems for monitoring cleanliness, food safety, COSHH management and environmental safety. Clear cleaning schedules, routine audits and management oversight ensure high standards are maintained.

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Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. Ffordd Newydd is comfortable, personalised and designed to promote independence whilst maintaining appropriate levels of support. The service consists of six self-contained flats, providing people with their own private living space and enabling them to develop and maintain daily living skills within a recovery-focused environment. During the inspection, the service was observed to be clean, tidy and welcoming throughout. People's flats reflected their individual tastes and preferences, creating a homely atmosphere and promoting a sense of ownership and belonging. The accommodation supports the provider's aim of encouraging independence whilst ensuring staff support is available 24 hours a day when required. Improvements have continued to be made to the environment since the previous inspection, including fire safety enhancements to individual flats following external recommendations. People are encouraged to contribute their views regarding environmental improvements through regular coffee mornings and resident meetings, where home improvements and changes to the service are routinely discussed. The open plan communal lounge, dining and kitchen area is relatively small at present, especially when all living in the service wish to use the space together, the provider has recognised this and submitted plans to extend the communal area.

The service is well-maintained with facilities and equipment to help people achieve their well-being outcomes. Effective systems are in place to ensure the service remains safe, well maintained and fit for purpose. We saw a comprehensive programme of routine monitoring, servicing and maintenance checks in place which support people's safety and well-being. A maintenance tracking system enables repairs and maintenance issues to be logged, monitored and completed according to priority. Essential servicing and certification were seen and are up to date, including gas safety inspections, electrical testing, PAT testing, fire risk assessments, emergency lighting, fire alarm systems and fire-fighting equipment. Daily environmental checks are undertaken, covering fire escape routes, fire doors, kitchen safety, fridge and freezer temperatures and general health and safety matters. Personal Emergency Evacuation Plans (PEEPs) are in place and reviewed regularly to ensure staff can respond appropriately in an emergency. The service also maintains robust arrangements for COSHH management, waste disposal, food safety and infection prevention and control. Regular management audits provide additional oversight of the environment, health and safety, fire safety and business continuity arrangements.



People are supported to achieve their outcomes because the service provider has consistently effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. There is a very strong culture of accountability, continuous improvement and person-centred practice throughout the service. Excellent governance arrangements ensure the quality of care provided is regularly reviewed through a comprehensive programme of audits, management oversight, Responsible Individual (RI) visits and quality assurance processes. The manager has a clear understanding of the service and uses feedback, audits and performance information to drive improvement to achieve positive outcomes for people. We saw quality assurance systems focus not only on compliance but on understanding people's experiences and improving their quality of life. People are actively involved in shaping the service through regular consultation opportunities, where they discuss activities, home improvements, staff training, policies, safeguarding and their rights.

People are supported by highly motivated and dedicated staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Ffordd Newydd has a stable, competent and highly trained workforce. Training compliance is exceptionally high, with staff receiving both mandatory and specialist training relevant to the complex needs of people living at the service, including mental health, epilepsy, positive behaviour support, safeguarding and medication management. Care staff receive regular supervision, competency assessments and opportunities for development and annual appraisals. This helps to ensure practice remains effective and person-centred. Recruitment processes are robust and safe. Staff files contained all the relevant documentation and checks, confirming staff are suitable for the role.

The service has established a positive and inclusive culture where care staff feel valued, respected and empowered to provide the best possible support. This was reflected consistently throughout staff feedback, which highlighted strong teamwork and supportive leadership. Staff described *"working in a happy supportive team"* and spoke positively about *"supportive management"* and a culture where *"if there is a problem a solution is found quickly."* Other staff told us, *"The manager has a listening ear and is always there to support staff"*, and *"Management are supportive and will support you without judgement."* Staff also described the service as *"a lovely welcoming place to work"*, demonstrating high levels of morale and engagement. This positive workplace culture benefits people directly by promoting continuity, stability and consistency in the support they receive. Staff recognised that people's rights, choices and independence are central to practice, with one member of staff commenting that *"all rights of people we support are respected. They are given choice"*.

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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