



Howells Road



Swansea



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

The inspection visit took place on 23/09/2025

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:	2
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Howells Road is a small care home service in Dunvant, Swansea which is a short distance from local shops and facilities and provides support to two residents. The home is a bungalow property. There is a newly appointed Responsible Individual (RI) who has a presence within the service and a recently appointed manager who is registered with Social Care Wales (SCW). Care workers are supported formally during supervision and informally through day-to-day discussions. People and their relatives are satisfied with the care and support provided at the service. They live in a welcoming and homely environment which is warm, clean, and suitable to meet their needs.

People are settled and happy. They have good relationships with each other as well as the staff team supporting them. People are involved in the development of their personal plans, risk assessments and have experiences which matter to them. People experience good well-being outcomes because of the care and support they receive. At this inspection, we found all four themes of Well-being, Care and Support, Environment and Leadership and Management to be good.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. People told us they are satisfied with the support they receive and were supported with making day to day decisions. We observed people being supported in a kind and sincere way. People are enabled to achieve outcomes identified together with their care workers. People are supported to overcome challenges they may have and meet their personal outcomes.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are effective mechanisms in place to ensure every voice is heard and respected. There are good support systems to ensure any risks are promptly identified and addressed. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly. Deprivation of Liberty Safeguards (DoLS) are in place for those with diminished capacity and unable to make decisions about their care, health and accommodation. There are safe recruitment procedures in place to ensure that all staff employed are suitable to work with vulnerable adults.

People are supported to develop and sustain positive relationships within their community and with family, friends, and important people in their lives as far as possible. Care workers support this by valuing these relationships and the importance they hold in people's lives. One family member commented "*I can't speak highly enough about them, they're excellent.*" Care workers are highly motivated to bring out the best in people and to encourage them to have the best quality of life they can.

People live in accommodation which supports their well-being outcomes. The service is a small bungalow in a quiet residential area with a family and domestic atmosphere. It is homely, mostly well maintained and furnished to meet the needs of people. People influence the décor, and any renovations or changes needed are discussed with them and their choices respected. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs. The service provider ensures pre-admission assessments are completed in a timely manner taking into account people's wants and needs.



Care & Support

Good

People receive consistently good quality care to achieve their personal outcomes because the provider thoroughly assesses their needs, as well as the impact on people currently accessing the service, before agreeing to provide the service. People are well supported because personal plans and risk assessments reflect their needs. Personal plans viewed contain detailed information regarding personal interests, likes and dislikes. People experience continuity of care, with staff consulting relevant agencies and specialists as required. The provider has recently transferred care documentation onto electronic records. Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Recording of food and fluid intake is in place. Referrals for advice and professional help regarding health services are sought as needed.

People are kept safe from harm and abuse, in line with legal requirements. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of safeguarding referrals and records to allow for analysis of patterns and trends. Care workers are aware there are policies in place to guide them and are supported by management.

Policy, procedure, and application of hygienic practices are in place to reduce risks of cross infection. Care workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). We saw care workers wearing appropriate PPE and following correct procedures when required. The service has sufficient stocks of PPE. Staff receive training to maintain high standards of hygiene, and cleaning schedules are in place and routinely monitored. A staff member is assigned responsibility for overseeing the ordering and management of supplies, ensuring PPE, sanitising products and cleaning materials remain fully stocked. The management team provides oversight to ensure any risks are identified and addressed promptly.

People's medication is safely managed. Medication is stored and administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. Medication Administration Records (MARs) are completed accurately. There are safe procedures for accepting incoming, returning, and administering medication. Fully trained care workers administer people's medication, and their competency is checked on an annual basis. Audits are completed to ensure consistency of practice and good standards are maintained.



Environment

Good

Howells Road Care Home is a comfortable and informal environment which is personalised to meet the needs and preferences of the people living there. On the day of the inspection, we found the home to be calm and relaxing. Bedrooms are decorated according to personal tastes and include personal items which support well-being. People have access to a communal lounge and private spaces in which to spend time alone, socialise or entertain visitors but these require updating. The manager told us the service has access to a maintenance service. We discussed with the manager evidence of the planned maintenance schedule and renewal programme for the premises which included renewal of furniture and decoration of the internal areas of the home. Records show systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and action is taken to address issues as they arise.

Outdoor spaces and facilities are safe and accessible, with tables, seating and raised planters in place. The manager told us that the service provider has a plan in place to refresh the painting of these areas and renew wooden sheds at the property and to address the fast-growing trees around the perimeter of the rear garden. People are supported to spend time outside in the warmer weather and they have access to community spaces and the local community facilities.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety and fire safety. The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. People access the home through a securely locked door and visitors must sign in and provide identification prior to entry.

The storage of materials subject to the control of substances hazardous to health (COSHH) regulations is sufficient. We found materials used for cleaning are stored in an appropriate place. We discussed with the manager the need to review storage of archived confidential information which he agreed to address urgently.



Leadership & Management

Good

The service provider ensures there are systems for governance and oversight in place. Systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes are established. The service is provided in line with the objectives of the Statement of Purpose (SOP) and guide to the Service. These are regularly reviewed. We discussed with the manager the need to further strengthen the Guide to the Service by making the document an 'easy read' document which they agreed to do.

There are effective systems to monitor the quality of the service people receive. The Responsible Individual (RI) completes a six-monthly quality of care review which we viewed and found to be consistently good. Records show the RI visits the home regularly completes their statutory visits and meet with people and staff to obtain their feedback. We saw evidence the RI has oversight of the service, and the service management conduct a quality assurance system to ensure quality care is delivered.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *"refreshed interior décor to create welcoming surroundings, a full kitchen upgrade, and garden improvements."*

Care Staff recruitment pre-employment checks are completed prior to employment commencing. All care staff are either registered with Social Care Wales or are in the process of registering. Howells Road is one of multiple services run by the provider and therefore there is plenty of support available from external departments such as a Human resources and estates team. Supporting and developing staff with supervision, appraisal and training is in place. Care staff told us they feel valued and supported by the manager and they would recommend the service to a friend or relative. Training compliance is good overall, with any gaps identified and training scheduled. The service provider prioritises staff development. The RI told us this is met through *"targeted training, including specific training ensuring people's health needs are met with confidence and consistency."* There are enough staff on duty to safely support and care for people. There is a stable and consistent team in place with a mixture of experience which ensures people's needs are consistently met.

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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