Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Park Avenue

46 Park Avenue, Skewen, Neath, SA10 6SA

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https://accomplish-group.co.uk

The inspection visit took place on 14/10/2026

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:	5
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	Good
Environment	Good
Leadership & Management	Good

Summary:

People living at Park Avenue receive person-centred care and support which reflects their needs, preferences and goals. They are involved in decisions about their daily lives and encouraged to develop their independence, pursue interests and maintain important relationships. Consistent support from a stable care team, alongside effective working relationships with health and social care professionals, helps people maintain their health and achieve positive outcomes.

People live in a comfortable, personalised and well-maintained home which provides opportunities for privacy, social interaction and independence. Regular safety checks and action to address identified risks help keep the environment safe.

Effective leadership and governance arrangements support the quality and safety of the service. Regular monitoring, audits and quality reviews identify opportunities for improvement, while people and their representatives can influence how the service develops. Recruitment checks, training and supervision help ensure care staff are equipped and supported to meet people's needs.

Findings:

Well-being — Good

People have control over their day-to-day lives and experience positive relationships with care staff. The service has a relaxed and homely atmosphere. We observed respectful interactions between people and staff, and feedback showed staff know people well. One person stated, *"I like it here, the staff are good"*. People have monthly one-to-one meetings where they can discuss their wishes, experiences and any changes they would like. Independent advocacy is available when people need support to understand their rights or express their views.

People are encouraged to make choices and develop their independence. Care staff balance people's safety with their right to take positive risks. Care records include detailed risk assessments which describe people's histories, known triggers and warning signs. They also guide care staff on how to respond before, during and after incidents. Some positive outcomes that have been achieved include working towards managing their own medication, obtaining a driving licence, exploring voluntary work and working towards more independent living.

People receive support to maintain their physical and mental health. People's records show care staff help people to attend health appointments and work with GPs, mental health practitioners, forensic services and other professionals. Care staff monitor changes in people's well-being and seek specialist advice when needed. People can make choices about their meals, routines and activities.

People maintain relationships and take part in activities which are meaningful to them. Monthly positivity posters celebrate people's achievements, activities and contact with relatives. Photographs and case studies also show how people spend their time. Care staff support people to follow their interests. Feedback from a staff member stated, *"We always encourage individuals to reach their goals, to be as independent as possible and to take part in hobbies and activities to help with health and well-being."*

People's views influence their surroundings. One person chose the colour and furniture for their bedroom to reflect a room from their childhood. The service also provides access to films and music in response to people's interests. This helps people feel a sense of ownership and regard the service as their home.

The service provider is working towards a bilingual service. No one currently living at the service speaks Welsh, but Welsh-speaking staff are available. Bilingual signs and a Welsh-language display promote Welsh culture and help people learn Welsh phrases.

Care & Support — Good

People receive good quality, person-centred care and support which helps them achieve their personal outcomes. Care staff know people well and understand their individual needs, preferences and routines. Personal plans are detailed, outcome focused and describe what matters to people, what they can do independently and where support is needed. People are involved in developing and reviewing their support, with nominated care workers helping to keep information current.

People are supported to manage risks while maintaining choice and independence. Risk assessments reflect individual circumstances and provide clear guidance for care staff. Specialist assessment and support planning tools are also used to monitor people's mental health, recovery and progress towards goals. Feedback from a relative stated, *"I have been very impressed by the standard of care and am thankful this service exists".*

People receive effective support to maintain their physical and mental health. People's records show care staff monitor changing needs and work with GPs, mental health teams, forensic services and other healthcare professionals when required. Regular reviews consider people's progress and records demonstrate people are achieving outcomes relating to independence, daily living skills and participation.

People told us they are happy with the care they receive. One person said, ***"****The staff are really helpful.****"*** People benefit from an experienced and stable care staff team who know them well and can respond to changes in their needs. Care workers confirmed staffing levels are appropriate and targeted to the needs of individuals. Many of the care staff team have worked at the service for several years, enabling them to develop strong relationships with people and recognise and respond promptly to changes in their needs.

People receive their medication safely. Medication Administration Records (MAR) sampled were completed appropriately, medication was stored securely in a locked cupboard and temperatures were monitored. There are good processes in place for ordering and disposing of medication. Weekly checks and management audits provide additional oversight which minimises risk of error, and care staff supporting people with medication are trained and assessed as competent.

Environment

Good

People live in a comfortable, homely and well-maintained environment which supports their well-being, safety and independence. Communal areas provide space for people to relax, socialise and receive visitors, while people also have privacy within their own bedrooms. People are encouraged to personalise their rooms and their preferences influence how these are decorated and furnished. Repainting and redecoration are ongoing, and the summer house is being developed as a dedicated well-being space. Parking is available at the front of the building. There is a small secure office area where files are stored appropriately

People have access to appropriate facilities. There is a separate dining room, clean and well-presented kitchen, secure patio and covered smoking area. People have individual food storage areas and appropriate laundry facilities are available. There are facilities such as coloured chopping boards and mops/buckets to promote good food hygiene and cleaning procedures. The service was clean and uncluttered throughout the inspection, with cleaning schedules in place. COSHH substances are stored securely.

Effective arrangements are in place to monitor the safety of the environment. Routine fire alarm and emergency lighting checks are completed, and fire evacuation drills take place regularly. Where one drill was considered unsatisfactory, it was repeated. Personal emergency evacuation plans (PEEPs) are in place and regularly reviewed and any recommendations from the fire risk assessment have been completed.

Other safety checks provide assurance that environmental risks are appropriately managed. Relevant gas, electrical, fire and equipment safety checks are current. Water and fridge temperatures are monitored and remedial actions identified within the Legionella risk assessment have been completed.

Leadership & Management — Good

People benefit from a well-managed service with effective arrangements for monitoring the quality and safety of care. The Responsible Individual (RI) maintains regular contact with the service and visits routinely to monitor how the service is operating. Feedback is sought from people and care staff, and areas for improvement are identified. Six-monthly quality of care reviews consider what the service is doing well and identify opportunities for further development. Regular management audits, including medication, infection control and service provision, provide additional oversight and support continuous improvement.

People receive consistent support from an experienced, stable care team who know their needs well. The team is fully staffed, and many care workers have worked at the service for several years. Care staff said staffing levels are appropriate and spoke positively about management and the support they receive. One care worker said, *"We have an amazing team & management."* Another described management as *"Very supportive".* These arrangements promote stability and continuity for people living at the service.

Care staff receive appropriate training and support to develop the knowledge and skills needed for their roles. Training includes safeguarding, infection control, health and safety and fire awareness, alongside specialist training in areas such as mental health, personality disorder and positive behavioural support. Training requirements are monitored by the management team. Care staff also receive regular formal supervision and annual appraisals and told us they feel supported in their roles.

Effective recruitment arrangements help ensure people are supported by suitable care staff. The staff files sampled contained appropriate pre-employment checks, including references and current Disclosure and Barring Service (DBS) checks. Appropriate induction and training arrangements are also in place.

Governance arrangements support the effective operation of the service. Policies and procedures are reviewed and updated when required, and the statement of purpose (SoP) accurately reflects the service provided. People and their representatives have opportunities to contribute their views through meetings, reviews and RI visits. Policies are available in Welsh when requested, supporting the provider's approach to the Welsh language. Appropriate agencies, including Care Inspectorate Wales (CIW), are notified of significant events as required.

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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