



Taith Cartref



Gellionnen Road, Clydach, Swansea, SA6 5HQ



01792849259



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

The inspection visit took place on 15/05/2026

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:	13
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Taith Cartref is based in Clydach, Swansea and provides personal care and support to people. It is close to a number of community facilities which can be easily accessed from the service. Well-being is good and people's independence consistently promoted. People benefit from person-centred care which enables them to make meaningful choices and achieve personal goals. People can progress through developing skills, accessing their community and in some cases moving towards independent living.

Care and support is good and interactions between staff and people are warm and respectful, contributing to a positive and inclusive culture where people feel happy, safe and valued. The environment is well-maintained and we saw improvements made since the last inspection, providing a comfortable and supportive setting for people.

Leadership and management is good. There is a committed and knowledgeable manager in post who is responsive to both staff and people using the service. The Responsible Individual (RI) visits the service frequently and gathers feedback about the service to drive improvements. Governance systems are well-established and effective, ensuring ongoing oversight.

Findings:



Well-being

Good

Well-being is good, and people live healthily and safely with control over their lives. People receive person-centred, outcome focused support which enables them to thrive and progress. The service demonstrates a strong commitment to promoting independence, and we saw clear evidence of people achieving meaningful milestones such as moving on to independent living, developing vocational skills and building confidence through new experiences. Care planning is comprehensive, strengths based and dynamic, reflecting people's aspirations and wishes as well as their needs. People are empowered to make meaningful decisions about their lives, supported by a culture of positive risk taking which is safely managed. There is strong multi-disciplinary team involvement to promote health and well-being, and staff have a good understanding of individuals, supporting them to achieve sustained, measurable progress.

People are safe and protected from abuse and neglect with appropriate systems in place to safeguard people and promote their safety. Staff spoken with have a good understanding of safeguarding procedures and are confident in recognising and responding to concerns. Risk assessments are detailed and reviewed regularly, supporting a balanced approach that protects people while enabling independence. Governance systems are largely effective with audits and oversight processes in place. There is an accessible written guide which informs people about their rights and how to make a complaint if they wish.

Safe and healthy relationships are encouraged. Overall, people told us they are happy and supported at the service. There is a clear focus on community integration with people supported to engage in meaningful activities, develop new interests and build confidence. During our visit, we spoke with people who told us they choose how to spend their day, and staff support them to do the things they want to do. We observed people being supported in a warm and compassionate way. Interactions observed were consistently positive with staff demonstrating a good understanding of individual needs.

People live in accommodation which supports their well-being outcomes. The environment is safe and well-maintained with ongoing improvements including redecoration and development internally and externally. People can personalise their private spaces and their opinion is sought about the decoration of the home.

Currently there is no requirement for the service to be provided in Welsh. However, if this changes in the future, the service will ensure there is provision for the service to be offered in Welsh.



Care & Support

Good

Care and support at the service is good. This is because people receive care and support which is well planned and responsive to their needs. Personal plans are detailed, regularly reviewed and provide clear, strengths-based guidance for staff about how to support people to achieve their outcomes. Risk assessments are comprehensive and tailored to individual needs. There is evidence of effective multi-disciplinary working, with appropriate referrals made to healthcare professionals and specialist services where required. People's health needs are monitored and recorded, and there is a proactive approach to supporting emotional well-being and reducing risks. Care staff complete detailed daily records of the care and support they provide. Records are well maintained and clearly document a person's daily outcomes. People told us they have plenty of time with care staff and do not feel rushed. Care staff complete all tasks in-line with the personal plan.

The service includes people and their representatives in the completion of an initial assessment before care and support begins. Personal plans are written with information from this assessment, with involvement of the person where possible. Identified outcomes promote people's choice, independence, and well-being. Risks have been identified and appropriately assessed to ensure care staff know how to support people safely whilst encouraging their independence. Personal plans are reviewed frequently to reflect any changes. We saw documentation evidencing people's rights to liberty are protected and safeguarded and if restrictive practices are needed these are kept to a minimum and agreed within a wider multi-disciplinary team.

There are systems in place to ensure people's medication is managed appropriately. Records relating to medication are satisfactory. Care staff are up to date with training. There is a comprehensive medication policy in place. We observed medication recording charts, daily care logs, personal plans, risk assessments and care staff competency records. We saw medication storage temperatures recorded daily. However, we saw gaps in these recordings. We discussed this with the manager and the RI who gave us assurances the recording of storage temperatures would improve.

Infection prevention and control is prioritised within the service. The environment is clean and clutter free. Information about the risk of infection is shared appropriately with people, visitors and external agencies. Staff receive training in infection prevention and control. We saw sufficient supplies of personal protective equipment within the service.



Environment

Good

The environment is good with appropriate and well-maintained facilities and equipment to help people achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service provides a homely environment, supporting people's day-to-day living and promoting their independence. Accommodation is designed to meet the needs of up to 13 people and, at the time of inspection, provided sufficient space for people to relax, socialise and engage in activities both individually and as a group. Bedrooms are personalised to reflect people's identities and preferences, contributing to a sense of comfort and belonging. Communal areas are appropriately furnished and used flexibly to support social interaction and structured activities, while also allowing for quieter spaces when needed. Outdoor and external areas provide safe, accessible and peaceful areas people can enjoy whenever they wish. We saw people making the most of the outdoor areas on the day of inspection. There have been some improvements to the car park with plans to improve this further. Ongoing refurbishment, such as redecoration, demonstrates a commitment to improving the lived experience for people. Overall, the environment is well suited to the needs of people using the service and supports their well-being outcomes effectively.

Effective security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.

The service demonstrates good arrangements for maintaining the environment and ensuring health and safety risks are identified and managed. A comprehensive programme of routine and periodic checks is in place, including weekly fire alarm testing, regular checks of fire doors and emergency lighting, and six-monthly fire drills covering both day and night scenarios. Equipment servicing and statutory checks are generally up to date, including gas safety certification, PAT testing and fire safety equipment maintenance. Environmental health arrangements are in place, with a current food hygiene rating of 4, indicating good standards. Routine monitoring tasks support a proactive approach to safety and maintenance. Overall, the service demonstrates good practice, with effective systems in place to provide a safe, well-maintained environment that supports people's well-being while minimising risks.



Leadership & Management

Good

Leadership and management is good. People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The service demonstrates good leadership, with a visible and knowledgeable manager who has a clear understanding of people's needs, risks and aspirations. There are effective governance systems in place, including regular audits, responsible individual oversight and ongoing monitoring of incidents and safeguarding. These contribute to a structured approach where learning is identified and improvements are made. Feedback from staff at the service is overall positive. Staff spoken with told us *"It's a good place to work"* and *"People genuinely care here"*. However, we had staff feedback from anonymous surveys which told us staff felt communication within the service needed improvement.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Staffing arrangements are stable, with low turnover and a clear structure that includes deputy managers, senior support staff and support workers. Mandatory training compliance is high, and staff benefit from a comprehensive induction programme which includes shadow shifts, face-to-face learning and online training. Staff told us overall they feel supported by management, with one commenting they could *"go to the manager or the deputies"* for guidance, indicating accessible and responsive leadership. Regular supervision and appraisal processes are in place, supporting reflective practice and professional development.

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Communication systems within the service are effective, with daily handovers and clear recording systems supporting continuity of care. The manager is accessible and responsive, and we saw people regularly approaching them for support and reassurance, demonstrating a culture of openness and trust. The RI maintains regular contact and oversight, further strengthening governance arrangements

Staff demonstrate a commitment to people's well-being and outcomes, underpinned by a positive and supportive team culture. There are clear opportunities for staff progression, with staff encouraged to develop into more senior roles, supporting retention and continuity. Incentives, recognition schemes and well-being initiatives further contribute to a motivated workforce.

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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