



The Paddocks



41a Rhydycoed, Birchgrove, Swansea, SA7 9PE



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

Date(s) of inspection visit(s): 09/07/2025

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:	5
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

Excellent

Summary:

People experience good well-being in The Paddocks and are encouraged to do things that matter to them. They have good relationships with the small consistent care team who support them to be as independent as possible. People are listened to, and their thoughts and wishes are captured in various ways to ensure they receive person centred care.

Care and support is good. Personal plans are up to date and reflect people's needs well. People are happy and settled in the service and feel safe. Medication is managed well, and people are supported with any medical needs as required. Those spoken with are complementary of the care they receive.

The environment is good, welcoming and homely. People have personalised and spacious en-suite bedrooms. Communal areas are furnished and decorated to high standards, are inviting and comfortable. There is lots of outdoor space in the service, with plans to improve this in the future. There is ongoing investment in the service with works having been completed since the last inspection and some being undertaken during the inspection.

Leadership and management is excellent. There is a highly regarded new manager in post who promotes a positive culture in the service which is appreciated by all in the service. Care staff are safely recruited, supported and well trained to carry out their roles successfully. Effective oversight and governance arrangements are in place to maintain the continuous smooth running of the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. People are included in the assessment process and the production of their personal plans to ensure they are tailored to their needs and wishes. People get the support they need to maintain their health. Good procedures are in place for medication management, with the consistent staff team knowing people well and able to recognise signs of ill health to seek appropriate professional advice. People have goals and objectives they set themselves with their familiar keyworker and are always encouraged to set new goals and plans once these are met.

People are safe and protected from abuse and neglect. Staffing levels are determined according to the needs of people, which enables them to do what matters to them most of the time. The provider has multiple policies and procedures in place which are reviewed routinely to ensure they reflect any changes in legislation and support the service to operate smoothly. There are robust procedures to recruit care staff safely to ensure they are suitable to work in the caring field. Good training plans help ensure they have the necessary skills to support people effectively. Care staff have a good knowledge of safeguarding procedures and know what to do if they have concerns about people they support. There are security arrangements in place to ensure people remain safe in the service. Substances hazardous to health are stored securely.

People are supported to cultivate safe, strong and healthy relationships. There is a small care team in the Paddocks and people have familiar keyworkers and care staff who have built up a good rapport with them. We saw people going out into the community with their care workers and saw wholesome and genuine interactions between them. The manager of the service is approachable and determined to support people to be as independent as possible. The care team are complimentary of the support they provide. Communication between people and their relatives and friends is encouraged and promoted wherever possible. Other professionals working with people are also complimentary of the performance of the care team overall to support people effectively.

People live in accommodation that is suitable, homely and supports their well-being outcomes. The service is well presented and maintained. Communal areas are comfortable, bright and spacious. Bedrooms are personalised and reflect people's individual personalities and preferences. Many improvements have taken place since the last inspection and work is currently ongoing to refurbish the office area.



Care & Support

Good

People living in the Paddocks receive good quality care and support which helps them achieve their personal outcomes. There is a very friendly and warm welcome at the service where people and their care staff are at ease with each other and share good banter and camaraderie. People are encouraged to actively participate in the development of their care and are included in the production of their personal plans and reviews. There is good communication throughout the service through the care team, management and professionals which enables staff to deliver consistent care to people. Electronic personal plans give good information to care staff on how best to support people. Daily recordings capture what people do every day. Risk assessments help staff minimise any risks when supporting people. Regular reviews of personal plans and risk assessments take place through keyworker meetings with the individual. The electronic system has alerts in place to ensure these are carried out when due or sooner should any needs or risks change.

People are protected from harm and abuse. The provider has policies and procedures in place to ensure care staff support people effectively. This includes a safeguarding policy which is reviewed routinely to ensure it is up to date with any changes in legislation. Care workers have completed mandatory safeguarding training and those spoken with are aware of their responsibilities and how to raise any concerns. People lacking capacity to make decisions about their care, support, and accommodation have appropriate Deprivation of Liberty Safeguards (DoLS) authorisations in place. Consistent care staff know people well and can recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed to take appropriate action.

Medication is managed well, with people supported to take and manage their medication effectively. We looked at medication administration record (MAR) charts and found these to be completed correctly with no visible gaps. There are good records in place for the use of any medication prompted on an 'as needed' basis (PRN). Medication storage is fixed and locked to a wall and, where appropriate, medication is stored securely in people's bedrooms. Temperature checks are in place daily and logged for each storage area. Medication is counted daily to minimise the risk of errors and any missed medications. Routine medication audits are also in place to oversee the medication in the service. The consistent care team and manager know people well and can recognise any changes in their health or presentation to seek appropriate medical support.

Risk of infection is minimised in the service. The service is maintained well and cleaned daily. People are encouraged to participate in household duties and their own laundry where possible. Cleaning materials and personal protective equipment (PPE) is plentiful and stored safely. There are good procedures in place to minimise the risk of infection in the service.



Environment

Good

People live in an environment that meets their needs. There is a very calm and homely feel to the service and one staff member said, *“Anyone can walk in here and its always the same, it’s just lovely, it’s a very homely environment, people are free to roam as they please, it’s comfortable and relaxing”*. The Paddocks is a five-bedroom property, with three en-suite bedrooms in the main building and 2 in their own self-contained flats with their own entrances set within the grounds. The service has a secure gate entry and a walled/fenced garden surrounding it. There is parking available and plenty of outside space. Communal areas are large and airy and decorated to a high standard. There is a large lounge and a kitchen diner in the main house. This is also where the laundry room and office are based. The outside area surrounds the property where there is a lawned area to the rear. This is currently being planned to be refurbished. A large patio and barbeque area is available to the front. People are involved in the development of this, and we saw fruits planted by people growing in pots around the garden. Since the last inspection several refurbishment projects have been completed including several bedrooms and en-suites, the laundry room and the corridors. During this inspection the office is currently being refurbished and a new ceiling installed.

People live in an environment with appropriate and well-maintained facilities and equipment. There are procedures in place to identify and minimise risks to health and safety in the service. Visitors are required to sign in on arrival and departure from the service. We looked at the maintenance book and saw daily, weekly and monthly checks take place to ensure the service continues to be safe for people. We saw the fire risk assessment in place and corresponding personal emergency evacuation plans for people. Fire drills are overdue at present; however, the manager assured us these would resume imminently. Utilities supplied in the service are serviced routinely and we saw certificates in place for these. Chemicals and substances hazardous to health are stored securely. Documentation is also stored appropriately with electronic data on password encrypted devices. The Paddocks is one of many services owned by the provider who benefit from a maintenance contract with an external provider. Works required are requested and prioritised for actioned in accordance with this. The manager carries out regular walk around audits in the service as does the responsible individual (RI) during their visits.



People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The whole ethos in the service is to encourage people to be as independent as possible and live happy lives. This was evident after speaking with care staff, with comments including: *"The people are put first here, it's all about them and we try to get things exactly as they want so they can live as independent a life as possible"*, *"The manager is always looking to do new things with people and give people more goals and improve their independence like holidays, cooking, cleaning and lots of ongoing plans"*. The Paddocks is one of many services operated by the provider, so benefits from departmental support externally to the service itself. This includes support with quality monitoring, human resources, health and safety and more. The manager is visible in the service and is very supportive of the care team. They oversee routine walk arounds and audits within service, and these are logged on the electronic system. The RI visits the service routinely to enhance this oversight and speaks with people and staff to hear their views on the service and to drive improvements. Following these visits, reports are written which gives an oversight of the visit, what was looked at and any improvements that have been identified. Bi-annual quality of care reviews are completed as required by the regulations. Those seen give a good, detailed overview of the service, its achievements and hopes going forward. Multiple policies and procedures are in place and reviewed routinely, with the statement of purpose continuing to reflect the service well.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. There are consistent and robust systems in place for safe staff recruitment. Files seen contain the relevant documentation to evidence this including identification documents, previous employment reference checks and up to date Disclosure and Barring Service (DBS) checks. We saw the training matrix and there are high levels of training achieved by staff, ensuring they have the necessary skills to perform their roles effectively. Care workers participate in regular supervision, and annual appraisals are currently being conducted as the manager has had time to get to know the care team. Staff meetings take place which ensures staff are aware of any issues and or updates about the service or people they support. Care workers feel valued and supported in their roles and those spoken with are very complimentary of the level of support available to them from the manager. Comments included *"the manager makes me feel valued, the company is good to work for, they motivate the staff well here and always make us feel happy to come to work"* and *"the new manager is great, they give us plenty of support and are very open. We can go to them at any time for support."*

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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