



Treeside



Swansea



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

Date(s) of inspection visit(s):

04/04/2025

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:	1
Main language(s):	English
Promotion of Welsh language and culture:	This service is not making a significant effort to promote the use of Welsh language and culture

Ratings:



Well-being

Good



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Treeside is a very small care home situated in Llansamlet, Swansea, providing support to adults with Autism and specialised support needs. People are happy and comfortable in the service with a small, consistent and highly valued care team who know them very well. Care documentation is clear, detailed and easy to follow to enable care staff to support people at differing times of need. Reviews of documentation are carried out regularly and updated as required. Feedback from relatives about the communication and the care provided in the service is excellent and very comforting for them.

Extensive renovations have recently taken place in the service which is now bespoke to the individual's needs. Accommodation for care staff has also been refurbished to a high standard. There is a relatively new manager in post, who is held in high regard by people, relatives and care staff. Care staff feel supported by them and have undertaken training to equip them to support people effectively. Good auditing tools are in place to oversee all aspects of the service, and these are up to date. The Responsible individual (RI) conducts regular visits to the service to observe practices, speak with people and staff and look at documentation in the service to determine any improvements needed, this is all documented as required.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. People are encouraged to express their thoughts and opinions wherever possible and family members act as advocates to ensure people's voices are heard. Consistent care staff know people they support very well and can understand how they communicate and the support they need at different times. Personal plans are well written and tailored around people's individual needs. Corresponding risk assessments highlight any triggers to avoid and how people can be supported more effectively when presenting in different ways. People access the community regularly with care staff who are consistently trying to plan new activities for people to try to enhance their well-being further. The service manager works with health professionals to ensure people's health care needs are met. Any special arrangements for appointments are planned well in advance with the necessary strategies in place to ensure a smooth experience for all. Relatives are communicated with for any healthcare issues if they arise.

People are safe and protected from abuse and neglect. Care staff are up to date with mandatory Safeguarding training and have good knowledge of their role, responsibilities and how to report any concerns they may have. The provider has multiple policies and procedures to ensure the safe running of the service and an up-to-date safeguarding policy which reflects current legislation. Safe staffing levels were seen during the inspection and on staff rotas to ensure people can access the community and be supported within the service appropriately ensuring risks are minimised.

People are supported to cultivate safe and healthy relationships. People are supported by care staff and a management team who know them very well and understand what matters to them. Care staff spoken with are dedicated in their roles and eager to make a positive difference to the lives of those they support, they actively want to try new things that can be developed into people's routines to enhance their well-being. Relationships with family members is important to people and this is promoted in the service. Family spoken with confirmed this, and were very complimentary about the service, care staff and management. Comments included "*There's a nice consistent team and I think they are doing a brilliant job, especially the manager*". People living in the service do not speak Welsh, therefore there is no demand to provide a service in Welsh.

People live in accommodation that supports their well-being outcomes. The service is secure with an enclosed garden which wraps around the side and back of the property. There are good procedures in place to maintain the service and robust risk assessments to minimise any risks to people and care staff. Extensive improvements in the service including the layout of the building have been well thought out to ensure it meets the needs of people supported as well as the safety and comfort of care staff.



People receive excellent care and support which helps them achieve their personal outcomes. People or their advocates are involved in the development of care documentation to ensure what matters to people is captured. Personal plans seen are very detailed and give accurate and wholesome information to care staff on how to support people effectively in all aspects of their care needs. This includes the varying support needs of people at times of calm or distress and best practices to use that are effective for the individual. Personal plans and documents are reviewed regularly to ensure they consistently meet the needs of people. Recordings demonstrated these techniques were successful to support individuals appropriately. There is a photo board in use to aid with communication. Pictures displayed include staff on duty, food and drink, activities and various aspects of daily life. These are effective for people to use to alert staff of their needs when unable to communicate verbally.

People are protected from harm and abuse. Care staff know the people they support and can recognise any changes in behaviour quickly to determine whether people are feeling unwell or distressed. Because of this, care staff adapt their approach with people ensuring they are safe and away from any harm or danger. Appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place for people who are unable to make decisions about their care, support, and accommodation themselves. Specialised equipment is in place to support people in vehicles to prevent them from injuring themselves or others.

People are exceptionally well supported with their medications to ensure their best interests are thoroughly considered. Medication is stored appropriately in the service with effective and robust audits in place to minimise any errors. Medication administration records (MAR) viewed are completed appropriately and any use of medication used 'as needed' (PRN) is also logged with reasons for prompting. We noted that this is rarely used at all. The service does not stockpile medication and only what is needed is ordered. Records of storage temperatures were seen, and audits include daily checks, weekly counts and monthly audits as well as a manager's overview of all medication and practices bi-annually. The small and consistent staff team can recognise any symptoms of ill health in people quickly and seek medical or professional advice promptly. The service liaises with health care professionals when supporting people to appointments to plan accordingly and minimise any risks to people.

Risk of infection is minimised in the service for people. There are routine cleaning and disinfecting practices in place and the service is clean. There are sufficient supplies of cleaning materials in the service and personal protective equipment (PPE) for use as and when required. In food preparation, staff encourage people's independence and autonomy where appropriate by involving people in good food hygiene practices. A recent environmental health visit scored the service as 5- Very good.



Environment

Excellent

People experience outstanding care and support because the provider has very strong systems in place for identifying and making any environment or equipment adjustments people require. The service has recently undergone a big refurbishment which was carried out in consultation with people's advocates and environmental specialists. Adaptations and changes carried out include the reconfiguration of the living space to accommodate a large bathroom with whirlpool bath, installation of a new toughened glass wall section in between the lounge and kitchen, installations of new fire doors, new flooring and specialist furniture. Large murals have been added to walls to the taste of individuals and whilst still being a low arousal living area, the addition of LED lighting in the lounge and bedroom ceiling has enhanced the sensory features in the property. Staff areas have also been refurbished to a very high standard and are now separate with secure doors in place. People are very happy with the changes in the property and family members and staff shared that *"X looks at the murals and is smiling, they seem to like the window into the kitchen as this gives a reassurance that even when they need space, they can see the staff are still there to support them when they are ready". "I'm so pleased with the changes there as it is literally their home now which has been purposely changed just for them"*. Whilst the provider has made extensive changes inside the property, there are still plans to improve the outside space soon too.

The service is very well-maintained, homely, and the provider has procedures in place to identify and mitigate risks to health and safety. The service is clean, tidy, and decorated in a low arousal format to best support people effectively. Substances hazardous to health are stored appropriately. The maintenance file was viewed where routine daily, weekly and monthly checks that take place are documented to minimise any risk to health and safety. No gaps were seen in these records. Servicing documentation is in place and up to date for utilities in the service which includes gas and electrical checks. Fire risk assessments are up to date and emergency evacuation procedures are reviewed accordingly. There is a grab bag in the office should the service need to be evacuated quickly and all staff are aware of the procedures to follow. Treeside is one of many services run by the provider who has a maintenance contract with an external provider in place. Any maintenance work is requested on a priority basis and carried out in order of this priority.



Leadership & Management

Excellent

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. Treeside benefits from being one of multiple services owned by the provider so has teams of people in different departments that support the service with the day-to-day operations, this includes a human resource, quality, and management department. Audits seen in the service include environmental, training, health and safety and more. Regular visits take place from the respected Responsible Individual (RI) and completed reports evidence good oversight of documents in the service and observations of practices and feedback within the service is logged. This information is used to drive improvements in the service. Bi-annual quality of care reviews are completed as required by the regulations and these contain good detail about the achievements of the service and changes that have taken place since the last report. Improvements detected are also noted with a desired timescale for these improvements to be completed. Policies and procedures are reviewed as required and those seen include changes in legislation. The Statement of Purpose has recently been updated to reflect the environmental changes in the service and gives an accurate reflection of the service and how it operates.

The service provider maintains an appropriate number of vetted, knowledgeable, and competent staff who are effectively deployed within the service. The provider ensures continuous learning and development opportunities are provided for staff. Personnel files viewed contain all the records required to evidence robust recruitment and vetting procedures are in place. This includes up to date Disclosure and Barring Service (DBS) checks. There are highly effective systems in place to review training provision and requirements in the service. Almost all staff are up to date in the provider's mandatory training and service specific training which includes Autism awareness and positive behaviour support. Care staff have regular supervision and annual appraisals, attend monthly staff meetings and are listened to. Care staff spoken with are all very happy in their work and feel *"very well supported"*. Other comments included: *"we have an Excellent management team willing to listen to staff and make appropriate changes to enhance the quality of X's Day to day life"* and *"it's a great place to work"*.

There is excellent oversight of financial arrangements and investment in the service. Staffing arrangements in the service meet the needs of people. There has been extensive financial investment in the refurbishment of the service and further improvements are also being planned.

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.

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