Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Treeside

Swansea

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https://accomplish-group.co.uk

The inspection visit took place on 25/09/2026

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
Registered places:	1
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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

People receive exceptionally personalised support that promotes choice, independence wherever possible, safety and wellbeing. Staff have an excellent understanding of people's needs and communication, ensuring they remain central to decision-making. Strong safeguarding, positive risk management, meaningful activities and a highly adapted living environment support consistently positive outcomes and an enhanced quality of life.

Care and support is excellent, highly individualised, outcome-focused and delivered by skilled staff who understand people's unique needs. Robust safeguarding, effective care planning and strong multidisciplinary working ensure consistently positive outcomes. Medicines are managed safely, and effective infection prevention measures help maintain a safe, healthy and dignified home environment.

The environment is excellent. It has been successfully adapted to meet people's individual needs, preferences and wellbeing outcomes. Specialist facilities, personalised spaces and therapeutic resources promote independence, comfort and quality of life. Robust maintenance, health and safety checks, and ongoing investment ensure the environment remains safe, well maintained and responsive.

Leadership and management is excellent, with strong oversight, quality assurance and a commitment to continuous improvement. Care workers are well trained, supported and very dedicated to deliver consistently high-quality care, and they speak positively about management. A positive culture, effective partnership working and person-centred values ensure excellent outcomes and sustained service excellence.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, benefitting from exceptionally personalised, strengths-based support that consistently promotes choice, independence and wellbeing. Highly detailed assessments, proactive risk management and responsive support planning enable people to exercise as much control as possible over daily life, whilst remaining safe. Staff have an excellent understanding of people's communication methods and preferences, ensuring they remain central to decision-making as far as reasonably possible. Strong multidisciplinary working, together with effective family involvement and access to specialist healthcare services, supports positive outcomes and enhances quality of life.

People experience a high level of wellbeing because they are supported within a safe, stable and person-centred environment where their rights, choices and individual needs are respected. Risks are assessed and managed in a way that promotes independence, confidence and quality of life, enabling the person to maintain as much control as possible over their daily lives. Effective oversight, responsive support and a proactive approach to learning help ensure people remain healthy, safe and secure. The service continually reviews practice to identify opportunities for improvement, supporting positive outcomes and enhancing people's overall wellbeing.

People are supported to cultivate safe and healthy relationships. Support is highly individualised and focused on maintaining relationships that are meaningful to people. Consistent staffing promotes trust, security and emotional wellbeing, enabling strong, positive relationships to flourish. Staff demonstrate a thorough understanding of what is important to people and actively support engagement with family, professionals and the wider community. Family feedback and inspection evidence indicate people are happy, settled and supported by a team that places their wellbeing at the heart of service delivery.

People live in accommodation that supports their well-being outcomes. The accommodation is exceptionally well suited to people's assessed needs and provides a safe, comfortable and highly personalised home environment. The setting is designed entirely around people's preferences, sensory needs and wellbeing outcomes, while maintaining dignity, privacy and promoting independence. Adaptations and specialist facilities support both physical and emotional wellbeing, enabling people to access therapeutic and recreational opportunities including a hot tub and bespoke sensory lighting. The provider demonstrates a strong commitment to investment and environmental improvement, ensuring the home is well maintained and responsive to changing needs.

Care & Support — Excellent

People receive exceptionally personalised care that is tailored entirely to their needs, preferences and aspirations. As a bespoke single-occupancy service, support is consistently delivered in a way that promotes wellbeing, independence and positive outcomes. Staff demonstrate an excellent understanding of people's unique communication and support needs, enabling care to be proactive, responsive and highly effective. Care planning is strengths-based, regularly reviewed and focused on achieving meaningful outcomes. Strong partnership working with family members and professionals ensures support remains coordinated, evidence-based and outcome focused.

People receive excellent care and support from staff who are knowledgeable, responsive and committed to keeping them safe. Safeguarding practices are well embedded, with staff demonstrating a clear understanding of how to identify, prevent and respond to concerns. Robust risk management processes, effective medicines management and strong management oversight ensure support is delivered safely and consistently. Staff use information from incidents, reviews and ongoing monitoring to continually strengthen practice, resulting in care and support that is tailored, safe and promotes the best possible outcomes for people.

People’s medication is safely managed. Medication systems are well organised, consistently implemented and subject to effective oversight. Clear guidance and robust procedures support staff to administer medicines safely and accurately. Staff demonstrate appropriate competence and understanding of the people’s medication requirements, with regular audits providing assurance that high standards are maintained. Mar charts are completed accurately, and temperature checks ensure storage of medication is safe. Effective engagement with healthcare professionals ensures medication remains under review and reflects changing needs.

People’s risk of infection is minimised. Infection prevention and control practices are embedded within the service and contribute to a safe, clean and well-maintained home environment. Staff follow established procedures and demonstrate a good understanding of their responsibilities in reducing infection risks. Regular environmental checks, cleaning schedules and quality assurance processes support the consistent maintenance of high standards. Measures are implemented sensitively within the service, ensuring safety is promoted without compromising dignity, privacy or quality of life. The provider's proactive approach supports positive health outcomes and gives assurance that risks are effectively managed.

Environment — Excellent

The environment has been exceptionally well designed and adapted to meet the unique needs of people residing living in the service. The accommodation is centred entirely around people's assessed needs, preferences and wellbeing outcomes, creating a highly personalised home that promotes individual preferences, comfort, independence, safety and quality of life. The spacious layout enables people to move freely throughout their home and access a variety of environments suited to their sensory, emotional and recreational needs. Specialist facilities, including a large, adapted bathroom with whirlpool bath, dedicated sensory resources, personalised living spaces and secure outdoor areas, provide opportunities for relaxation, stimulation and meaningful activity. The provider has demonstrated a clear commitment to ensuring the environment evolves alongside people's changing needs, with adaptations and enhancements carefully considered to maximise wellbeing whilst maintaining dignity, privacy and autonomy. The homely atmosphere, combined with thoughtfully designed spaces and access to therapeutic facilities, significantly enhances people's daily experiences and supports consistently positive outcomes.

The provider demonstrates excellent oversight of the environment and has effective systems in place to ensure the premises, facilities and equipment remain safe, suitably maintained and fit for purpose. We saw comprehensive health and safety arrangements include routine environmental audits, regular equipment servicing, fire safety checks, water safety monitoring and more, in place, The provider has a maintenance team and external contractor who carry out maintenance needs as they arise in order of priority. Records seen, evidenced that required checks are completed consistently, actions are identified promptly and improvements are progressed without delay. Management oversight is strong, providing assurance that risks are identified, monitored and reduced effectively. Equipment and facilities are maintained to a high standard, and the home was observed to be clean, well-presented and free from significant hazards. Where improvements have been identified, the provider has demonstrated a proactive approach and continued investment in the environment to further enhance outcomes for people. This commitment to continuous improvement, together with robust maintenance and safety systems, ensures people benefit from an environment that is not only safe and well maintained, but also highly responsive to their needs. Collectively, these arrangements reflect excellent practice and provide strong evidence that the environment actively contributes to the achievement of the people's wellbeing outcomes.

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. The service demonstrates exceptional leadership and management, with a clear vision focused on achieving the best possible outcomes for people. As a bespoke single-occupancy service, governance arrangements are highly responsive and tailored to people's specific needs. There is strong managerial oversight of care practices, incidents, health and safety, medication management, staff performance and environmental standards. Quality assurance systems are comprehensive and used proactively to drive continuous improvement rather than solely monitor compliance. Regular audits, reviews and oversight activities enable leaders to identify trends, respond quickly to emerging issues and implement meaningful improvements. Feedback obtained during the inspection reflected confidence in the leadership of the service, with staff describing management as *"approachable and supportive"* and reporting they are encouraged to contribute ideas to improve outcomes for the people living at the service.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. The service benefits from a skilled, knowledgeable and committed staff team who understand people's unique needs and consistently deliver high-quality support. Staff receive appropriate training, supervision and development opportunities that enable them to provide safe, therapeutic and person-centred care. Inspection findings demonstrate staff have a detailed understanding of communication approaches, behaviour support strategies and the importance of promoting choice and independence. Staff spoke positively about the support they receive from managers, with comments such as *"we work as one team"* and *"management always wants the best outcomes for people we support."* This culture of learning, support and accountability contributes significantly to the consistency of care and the positive outcomes achieved.

The management team have created a positive and values-based culture where people's wellbeing, rights and quality of life are central to all aspects of service delivery. There is clear evidence of effective partnership working with family members and professionals, ensuring that decisions are informed, coordinated and focused on achieving meaningful outcomes. Communication across the service is strong and supports a shared understanding of the people's goals, strengths and support needs. Staff described feeling listened to and valued, with one noting that *"suggestions are acted upon and changes happen."* This demonstrates a culture where reflective practice and continuous improvement are embedded.

Overall, leadership and management arrangements are exceptionally effective. Strong governance, high staff engagement, robust oversight and a clear commitment to person-centred practice result in a service that consistently delivers excellent outcomes. The provider demonstrates a sustained ability to maintain high standards whilst continually adapting and developing support to meet the

people's changing needs and aspirations.

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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