



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Llewellyn



Ty Llewelyn, Llewelyn Street, Aberdare, CF44 8LA



01685884216



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

The inspection visit took place on 08/04/2026

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:	8
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

Good



Leadership & Management

Excellent

Summary:

Ty Llewellyn is a care home in the residential area of Aberdare offering care and support for up to 8 people.

People experience excellent well-being outcomes. They feel listened to, respected and supported to have choice and control over their daily lives. People enjoy a wide range of meaningful activities, both at the service and in the local community. Care and support is excellent. People receive highly personalised care which reflects their needs, preferences and life experiences. Personal plans are detailed and kept under review, enabling staff to provide the right care at the right time. Robust arrangements are in place for safeguarding, medication management and infection prevention and control, which support people's safety and well-being. The physical environment is good, being safe and supports the needs of people who live there. We rate the leadership and management at the service as excellent. There is strong management oversight and expectations of standards within the home are communicated clearly. Care staff have the correct training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

The service actively promotes the Welsh Active Offer, with efforts to encourage the use of Welsh and recognise people's language preferences.

Findings:



Well-being

Excellent

People experience excellent outcomes for their well-being because staff consistently listen to them, treat them with respect and actively involve them in decisions that affect their daily lives. Staff hold weekly key worker sessions and regular 'people we support' meetings, giving people frequent and meaningful opportunities to identify, review and progress their well-being outcomes. Staff encourage people to recognise and build on their strengths, and we heard how people have achieved ambitious goals, including travelling abroad on holiday. People choose from a wide range of meaningful activities both within the home and the local community. Staff also link with other services within the provider organisation to offer shared activities, and people and staff told us visiting animal sessions were particularly enjoyable.

People receive highly individualised support to live the life they choose. Staff support people to build and maintain meaningful relationships and explore their feelings around gender identity and sexuality in a respectful, sensitive and inclusive way. This highly effective approach actively promotes dignity, equality and emotional well-being and reflects a very strong person-centred culture within the service. A professional told us that *"staff consistently demonstrate a compassionate and person-centred approach, ensuring that residents feel safe, valued and encouraged in their recovery"*.

We observed a warm, natural and trusting rapport between people and care staff. Staff communicate with patience and kindness and demonstrate a strong understanding of how best to meet people's communication needs. Staff respond promptly and sensitively to changes in people's emotions or behaviour and adapt their support at times of distress or crisis. This approach builds trust and helps people feel safe, secure and emotionally supported.

The service demonstrates a very strong and proactive commitment to supporting people to understand and exercise their rights. Information about safeguarding and advocacy is clearly displayed and care staff reinforce this through regular meetings and discussion. This highly effective practice ensures people remain well informed and confident to raise concerns. People told us they *"feel safe"*, and we found a culture where staff actively promote people having a voice and expressing their views.

Staff actively support people to maintain important relationships and sensitively support people when they develop new relationships. The service's location enables people to access the local community easily, and staff encourage people to go out independently when appropriate. Staff provide reassurance when needed while prioritising people's choice and respecting their autonomy. This promotes independence, dignity and confidence and has a positive impact on people's outcomes.

People actively contribute to decisions about their home environment. Bedrooms are personalised

and comfortable, helping people feel settled and at home. Communal areas are warm, welcoming and well decorated, providing pleasant areas for people to spend time together or to have quiet space. During our visit, people appeared relaxed and told us they enjoy living at the service. The environment is clean, safe and well organised and makes a strong contribution to people's comfort, security and overall well-being.



People receive excellent, highly person-centred care and support. Personal plans are thorough and clearly guide care staff on how to support people to achieve their well-being outcomes. Plans record people's life history, current needs and individual preferences, ensuring care reflects who people are and how they wish to be supported. We reviewed daily case recordings and found them to be detailed and consistent, clearly evidencing that staff meet people's needs effectively. Risk assessments are specific and used confidently by staff, with the red-amber-green system providing clear indicators of changes that may require additional or adapted support. Reviews provide meaningful detail and clear evidence of progress against outcomes, and staff actively encourage people to contribute feedback and participate in the review process.

People actively shape their care and daily lives. Staff hold regular meetings with named key workers and facilitate 'voices and choices' meetings, where people decide what they want to do and achieve. People have individual memory books and receive monthly newsletters containing photographs and written reflections that capture experiences and achievements. This highly effective practice supports people's identity, emotional well-being and sense of achievement. People told us they enjoy their routines, activities and personal space and feel supported to make everyday choices.

A knowledgeable and consistent staff team supports positive outcomes for people. Staff receive good-quality training, which equips them to meet people's needs confidently and appropriately. Staff demonstrate a strong understanding of safeguarding responsibilities, helping to keep people safe from harm. Professionals told us communication between the service and other agencies is *"effective, supporting collaborative care and continuity"*. Where people lack capacity to make specific decisions, staff ensure appropriate Deprivation of Liberty Safeguards authorisations are in place.

Staff manage medication safely. Records are robust, audits take place regularly, and staff complete competency checks to support safe practice. Staff support people to attend health appointments and make timely referrals when health concerns arise, ensuring people receive appropriate professional input.

People are actively involved in meal planning and preparation, with staff giving due consideration to individual dietary needs. Infection prevention and control practices are effective. The service maintains a Food Standards Agency rating of 5 (very good). Cleaning schedules are embedded, personal protective equipment is readily available, and staff follow safe practices to maintain clean communal areas and support people to keep their personal spaces hygienic.



Environment

Good

Ty Llewellyn offers a well maintained and comfortable environment that supports people's well-being. The home blends into the surrounding community and feels warm and welcoming inside. People have choice and control over how they personalise their bedrooms. We saw bedrooms decorated in ways that reflect people's personalities, interests and comfort preferences. This helps people feel settled and promotes a sense of ownership over their living space.

The home provides ample communal space, allowing people to spend time together or independently as they choose. We found the environment to be light, airy and comfortable, with décor and furnishings that are well cared for and maintained in good condition. A designated games area upstairs offers an additional space for leisure and social interaction, supporting positive experiences and choice. We saw photographs of people displayed throughout the home, which helps create a sense of belonging and reinforces that this is people's home rather than a clinical setting. A professional described the service as *"feeling like a home"*, which reflects positively on how the environment supports people's emotional well-being.

Staff secure the service appropriately, protecting people from unauthorised access. Visitors are required to sign in on arrival and sign out on departure. Staff store people's personal information and employee records securely and restrict access to authorised staff members only. Staff store potentially hazardous items, including medication and Control of Substances Hazardous to Health (COSHH) materials, securely. The environment remains clean and tidy, with staff completing domestic and laundry tasks with or alongside people, depending on their level of independence. Staff carry out regular checks and maintenance to ensure the environment remains safe. We saw records of routine equipment and utilities testing. Staff complete fire safety checks and fire drills regularly, and personal emergency evacuation plans (PEEPs) provide clear guidance on how to support people safely in an emergency.

The service continues to improve the environment through planned refurbishment. We saw ongoing refurbishment work and observed staff keeping people informed and involved, which helps people feel reassured and included. The outside space has been recently landscaped and now provides safer and more accessible outdoor areas. These improvements support people to use outdoor space safely and enhance their comfort, security and overall well-being.



Leadership & Management

Excellent

Leadership and management at the service is excellent. The management team is visible, values-driven and aspirational, and they set clear expectations about the standard of care and support people should receive. Staff told us they feel well led and supported, and morale is very high. Care staff described the service as a “*dream place to work*” and said they enjoy coming to work.

The service does not use agency staff and benefits from a long-standing, stable staff team. This consistency is particularly important for people living at the service, who benefit from familiar staff and would be negatively affected by frequent changes in care workers. Leaders understand the importance of continuity of care and actively prioritise workforce stability.

Recruitment processes are safe and robust. A structured induction process helps ensure new staff are well prepared for their roles. Training compliance is consistently very high both for mandatory and service specific training. Care staff told us that the training is “good” and this enables staff to deliver care and support effectively. Care staff and the manager receive regular supervision and annual appraisals, all of which are up to date. We saw excellent examples of reflective supervision and meaningful appraisals, including clear evidence of learning, development and improvement over time. We saw that practice issues were addressed promptly and in a supportive manner, helping staff understand what needed to improve and how to achieve this. Care staff told us that there is a strong culture of feedback from the manager and praise is used effectively to empower the team.

Management oversight of the service is highly effective. Leaders complete monthly service evaluations and audits which feed directly into the Responsible Individual’s quarterly reports. Leaders actively seek feedback from people living at the service and from staff, and they use this to inform service improvement. The six-monthly quality of care reports are robust and include clear analysis, defined actions and an improvement plan. This demonstrates a strong, joined-up approach to governance and continuous improvement.

The provider has extensive organisational policies and procedures which reflect current legislation and guidance. These are reviewed regularly and embedded in daily practice, supporting staff to work consistently and safely and contributing to positive outcomes for people.

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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