Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cae Deri

The Old Vicarage, Sterry Road, Swansea, SA4 3BN

01792873786

https://accomplish-group.co.uk

The inspection visit took place on 12/01/2026

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:	14
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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Cae Deri is a homely service that provides personal care and support to people. It is situated in Gowerton with close links to community facilities including shops and restaurants and has easy transport links to Swansea.

People experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw a positive culture and consistent promotion of people's independence.

Care and support is excellent. We saw strong, person-centred care planning and reviews. People expressed very high satisfaction in the quality of care provided. The environment is good and promotes people's well-being outcomes through being safe, homely and as least restrictive as possible. The service provider is continually making improvements to the environment to enhance outcomes for people.

Leadership and management is excellent with highly engaged leadership and exceptional staff support. The responsible individual (RI) visits the service frequently and ensures strong and effective governance and oversight. They receive support from a highly dedicated and knowledgeable management team.

Findings:

Well-being — Excellent

Well-being is excellent and people live healthily and safely with control over their lives. People are actively supported to identify their well-being outcomes and encouraged to build on their strengths. These are kept under frequent review. The service provider emphasises independence and choice through proactive risk assessment by all staff. We saw people consistently offered choice over their day-to-day lives and actively involved in decisions that affect them. This promotes person-centred care and support in the person's best interests and wishes. People spoken with told us, *"It's really good here, I have lots of freedom, it's a very relaxed, very nice place to live."* Staff possess the necessary skills and understanding to consistently assist people in exercising their rights, facilitating people to make aspirational decisions.

People are safe and protected from abuse and neglect. Cae Deri provides a safe and secure environment in which people can live. People are encouraged to express their concerns and preferences and told us they feel comfortable raising issues with the staff team and manager. People spoken with told us they are treated with dignity and respect. The service provider has a strong focus on developing people's skills in meal planning and preparation, and people are actively encouraged and supported in this area. The service consults with people each week to discuss what's going well and what they would like to change. One person told us, *"I get on with all staff so well, I can turn to all of them with a problem, there's always enough staff, there's always someone available."*

The service provider encourages safe and healthy relationships, and people receive support to maintain existing relationships and form new ones. Visitors are welcomed and people can have their relatives and friends visit at any time. People told us they can get involved in activities that interest them and enjoy getting involved in new activities and learning new skills. We saw people encouraged to take on volunteering roles and participate in fitness classes along with other recreational events. Where required, staff provide high levels of support and encouragement for people to get maximum enjoyment and fulfilment from these activities.

People live in accommodation that supports them to achieve their desired well-being outcomes. We saw a sample of bedrooms, each were highly personalised and decorated according to the person's individual taste. There are communal areas where people can relax and socialise if they wish and we saw people making good use of these.

Care & Support — Excellent

Care and support is excellent and people are supported to achieve their personal outcomes though high quality, person-centred care. The service provider conducts highly detailed assessments to ensure they can meet people's needs before offering a service. The person's needs and preferences are always at the heart of any transition plans between leaving their existing accommodation and moving to Cae Deri. People told us how important this was to them and ensured a smooth and successful transition. Personal plans are written based on the completed assessments and are thorough, detailed and reviewed monthly with strong evidence of involvement from people. Personal plans are strengths based, include people's preferences and beliefs and outline how staff should support people to best achieve their well-being outcomes. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people in these reviews. Daily care documentation is thorough and in depth and focusses on outcomes for people.

People are protected from harm and abuse as much as possible. There is an exceptionally strong approach to safeguarding within the service, and a culture of openness and honesty. All staff receive safeguarding training and staff spoken with have a clear understanding of their role in safeguarding people. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team. Health promotion is well embedded, with prompt referrals to external professionals such as the GP. We saw documentation evidencing people's rights to liberty are protected and safeguarded. Restrictive practices are kept to a minimum and agreed with the person along with a wider multi-disciplinary team. The service encourages visitors, and people know how to raise a complaint if needed. An accessible complaints procedure is available and is also available in Welsh.

Medication is well managed at the service. Medication is stored appropriately and safely. Staff receive training to ensure they are competent to administer medication and staff spoken with were very knowledgeable about their role and responsibilities in this area. Thorough audits are completed frequently. There is a medication policy in place which is reviewed annually. Temperature checks are completed daily, and we saw good documentation history of temperatures being in the correct range.

Infection prevention and control is prioritised within the service. Staff receive training in infection prevention and control, and we saw the proactive use of personal protective equipment. The environment is clean and clutter free. There is strong oversight in this area, thorough and regular audits are completed. Actions identified from audits are completed within a clear timeframe. The service shares Information about the risk of infection appropriately with people, visitors and external agencies.

Environment

Good

People benefit from a good environment which is warm, welcoming, comfortable and well-lit and affords plenty of access to fresh air. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. Cae Deri provides a number of inviting communal areas where people can spend their time if they choose, and we saw people making good use of these areas. People are accommodated in self-contained flats which are personalised and decorated to individual tastes and preferences. People told us how the flats promote their development of independent living skills and provide them with autonomy over their lives. The surrounding grounds are safe, attractive, well-maintained and accessible, and people told us they are very much involved in the upkeep of these areas. There is a dedicated office area where sensitive and confidential documents are stored securely.

The premises are maintained to a high standard and people are encouraged to have input on decisions about decoration and furnishing where possible. The service provider routinely and proactively identifies areas of redecoration or repair to the property and any remedial works required to the property is completed promptly.

The service provider ensures risks to health and safety are identified, mitigated and reduced. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Fire drills are carried out on a regular basis with actions taken and improvements made following each exercise. Water temperature checks are completed routinely. An emergency evacuation plan is in place. Personal emergency evacuation plans (PEEP's) are in place for people. Laundry facilities are kept in a separate locked room, and away from food preparation areas. We saw appropriate storage and control of substances hazardous to health (COSHH). These are kept in a designated locked area and risk assessed. We saw sufficient supplies of personal protective equipment.

Robust 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.

Leadership & Management — Excellent

Leadership and management of the service is excellent. The service provider has highly effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The RI visits the service weekly and is described by people and staff as "*Part of the team*" and "*One of us*." The RI regularly gathers feedback from people, their families and care staff. This feedback is used to inform regulatory quality reports and drive improvements to the service where required. These reports are completed within the required regulatory timescales. The RI is supported by an experienced and highly dedicated manager who is knowledgeable and approachable. There is an open-door policy within the service and staff told us they can speak to the manager whenever they wish, supporting a positive culture.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Staff files sampled show robust recruitment and background checks are completed by the service provider to support the safety of people. Disclosure and Barring Service (DBS) certificates are completed and renewed when required. Staff are registered with or working towards registration with Social Care Wales (the workforce regulator). All staff receive a range of core and service specific training to support the outcomes of people. The service encourages and supports staff to enrol on courses to achieve nationally recognised qualifications which will enhance their careers. Managers receive support to complete leadership training to enrich their skills.

The service has a very committed staff team who told us they feel extremely supported in their roles. Staff overwhelmingly referred positively to the management team. They told us, *"The manager is fantastic, we can go to her for anything"* and *"The manager will help me with anything, she is a big support and it's good to have her here."* The service arranges regular staff meetings and staff told us communication within the team is good, we saw meeting notes to support this. There are effective systems in place to support staff within their role, including supervision and annual appraisals. There is currently good staff retention at the service, and the service provider gives staff incentives to stay such as awards for length of service, recognition for exemplary performance and an annual awards ceremony.

People told us staff take time to understand their preferences and provide support in a way that respects their choices, individuality and what matters most to them. Rotas seen show there are sufficient staff numbers on shift each day to ensure people's needs are met. Staff told us staffing levels ensured they do not feel rushed and are able to care for people the way they desire. Staffing levels are kept under review according to the needs of 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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