Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cildewi

Cilddewi House, Heol Salem, Carmarthen, SA31 3HS

01267 232788

https://accomplish-group.co.uk

The inspection visit took place on 14/07/2026

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:	7
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Excellent

Summary:

Cildewi is a care home located in Johnstown, a suburb of Carmarthen in Carmarthenshire, supporting adults with mental health needs. The home can support up to 7 people with 5 en-suite bedrooms and two separate studio flats for people moving towards semi-independent living.

The wellbeing outcomes for people are excellent. People are empowered to make decisions about their daily lives and develop independence. They consistently experience a culture of respect, inclusion and choice, and told us they feel safe, valued and supported to achieve what matters to them.

The care and support people receive is good as care staff know people well and provide compassionate, person-centred support that promotes health, wellbeing and independence.

The environment is good, it is safe, comfortable and designed to promote independence. People's bedrooms are personalised, communal areas are welcoming, and the environment supports people to develop daily living skills within a homely setting.

The leadership and management of the service is excellent, Effective leaders have established a positive, values-based culture supported by effective governance and quality assurance systems. Care staff feel well supported, professionals spoke positively about communication and partnership working, and there is a clear commitment to continuously improving outcomes for people.

Findings:

Well-being — Excellent

People consistently experience excellent wellbeing outcomes because they are respected and remain in control of decisions affecting their daily lives. We found a strengths-based culture where care staff focused on what people can do, encouraging them to develop life skills and increase their independence. People have bedrooms which are personalised and decorated to their own tastes and are appropriate to meet the unique needs of people. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the communal space for activities they enjoy.

People consistently develop their confidence, skills and resilience needed to move on to more independent living arrangements. The availability of two self-contained flats enables people to test and strengthen their independence in a safe and supportive environment. The self-contained flats offer people with the opportunity to live as independently as possible whilst knowing that support is available when required.

People engage in a variety of meaningful activities and opportunities including independently accessing the local community, volunteering, partake in pod casts, attend clubs and activities, care for vegetables at a local allotment. These opportunities support people to remain active members of their community whilst developing confidence, social connections and a sense of purpose.

People consistently benefit from a strong culture of openness where emotional wellbeing is actively promoted. Throughout the inspection we observed warm, respectful and meaningful interactions. One person told us, *“The people here are great, I feel safe here, I never thought I’d be this lucky.”* People benefit from strong partnerships between the service and external professionals, ensuring a joined-up approach to meeting individual needs. Feedback from people demonstrated they value the support they receive and reflected the positive relationships that have been established with care staff. The stable and nurturing environment enables people to build confidence, develop independence and achieve outcomes that are important to them. As a result, people experience a strong sense of belonging, security and purpose, and are supported to live fulfilling lives in accordance with their preferences and aspirations.

Safeguarding arrangements are embedded within everyday practice and promote people's rights whilst maintaining their independence. Care staff support people to take positive risks and make informed decisions, ensuring risks are managed proportionately rather than restricting opportunities. This enables people to exercise choice, develop confidence and maintain control over their lives in a safe and supportive environment.

The home provides an 'Active Offer' of the Welsh language. Some care staff members are Welsh speakers, and key information and documentation can be accessed bilingually to support people's language preferences.

Care & Support — Good

People are supported by care staff who are kind, reliable, compassionate, know them well and treat them with dignity and respect. Warm, reassuring and respectful interactions were seen throughout the service.

People and professionals spoke positively about the care and support. Professionals shared confidence in the care provided. We were told by professionals involved "*they know the people well, there is a cohort of regular staff who are knowledgeable"*, "*They always centre support and decision making in a person-centred way*" and "*They are always looking at ways to promote further engagement and activities within the home and wider community".* People living at the home told us "*Staff are incredible at their job. They help me and are really amazing"* and *"All the staff are really friendly day and night and are very approachable".*

Health promotion is actively encouraged and personalised. The service provider uses strong, established links with local health, and social care services. We saw people are referred for appropriate care and treatment when required. People are supported to attend and take part in regular checks and activities related to health promotion. We found medication is consistently stored and administered safely. Care staff have good medication training and there is a comprehensive medication policy in place.

The service has care planning and risk assessment arrangements in place to ensure it can safely and appropriately meet people's needs. People are involved in decisions about their care and support. However, opportunities were identified to strengthen recording to ensure information are routinely reviewed and updated to accurately reflect people's current needs, risks and outcomes. More robust oversight of care planning documentation would provide greater assurance that support remains responsive to changing needs.

A team of motivated and committed care staff are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care. People are supported towards increasing independence through exercising choice and working on individual and purposeful goals. People have freedom to choose what to do with their days and are supported in creating and accessing a variety of activities, experiences and trips of their choosing on a weekly basis. Care staff support people to access voluntary work supporting people's progress towards independence.

Systems are in place to protect people from harm and abuse. Care staff have completed safeguarding training and have a clear understanding of their responsibilities for recognising and reporting safeguarding concerns.

Environment — Good

The Environment is good. People live in an environment that is safe, comfortable and supports them to achieve their personal outcomes. Communal spaces are clean and arranged to create a welcoming atmosphere. We saw people relaxed and comfortable in their surroundings and spending their time as they choose.

People are encouraged to be actively involved with decisions in relation to the decoration of the service. It was clear it was their home of which they were proud. People's bedrooms are personalised and reflect individual preferences, helping to create a sense of ownership and belonging. Furnishings and décor are generally in good condition, and maintenance systems ensure that any repairs or improvements are addressed.

There is a strong emphasis on developing independence and living skills within the service and the accessibility of the environment and its facilities promote this. People are strongly encouraged to complete daily tasks for themselves, such as meal planning, cooking and domestic care activities, with support from care staff where needed.

The service provider ensures risks to health and safety are identified, mitigated and reduced. Fire safety checks, drills, and equipment servicing are carried out regularly, and records confirm compliance with statutory requirements. Storage areas for hazardous substances are secure, and medication cabinets are locked to maintain safety. Security measures, including external surveillance, are implemented appropriately and respect privacy. There is secure entry to the service and a visitor's log is maintained ensuring that visitors sign in and out of the service.

The kitchen was clean and organised, with appropriate checks in place. The service has achieved a food hygiene rating of 5 (Very Good), demonstrating strong infection control and food safety practices.

A secure garden can be accessed directly from the lounge, providing an outdoor space where people can relax, socialise and spend time safely. We found people had been actively involved in making improvements to the garden and influencing how the space is used and developed. This helps promote a sense of ownership, belonging and pride in their home whilst ensuring the environment reflects people's preferences and interests.

Leadership & Management — Excellent

Leadership and management are excellent and have a clear, positive impact on the quality of care delivered. People have high levels of confidence in the service provider because leaders promote an empowering and inclusive culture where people and care staff feel valued, respected and listened to. The service is led by a highly visible, approachable and values-driven management team, including the Responsible Individual (RI) and registered manager. They promote a clear vision centred on respect, dignity and person-centred care, and this is fully embedded across the service.

Governance systems are robust, well embedded and highly effective. Regular audits, quality assurance processes and RI visits ensure that standards are continuously monitored and improved. Feedback from people, care staff and stakeholders is actively sought through questionnaires and engagement.

Professionals spoken with provided positive feedback about communication within the service. We were told, *"they work well with professionals, providing updates as required"*, and "*The manager is particularly excellent at communicating".* This demonstrates effective partnership working and a commitment to ensuring people's needs are met.

Care staff told us they can approach the manager as required, contributing to an open and supportive culture. Care staff feel supported in their roles because of highly effective, present and supportive leadership. Care staff spoken with told *us, 'I feel very valued', 'we are a good team' and "It's very rewarding".* It is evident that the continuous support provided to managers and care staff creates a culture where everyone is committed to achieving high-quality outcomes for people. This leadership approach fosters trust and reassurance, which contributes to a positive, open environment where people feel listened to, respected, and valued.

Leaders actively recognise and celebrate the achievements of both people and care staff through inclusive events, such as house awards. This helps to promote confidence, self-esteem and a sense of belonging, whilst reinforcing a culture where success and personal progress are valued and celebrated.

Robust recruitment and vetting processes help ensure people receive support from suitable and appropriately skilled care staff. People receive care and support from a care staff team who are appropriately supported. Care staff receive a comprehensive induction, ongoing training and regular supervision, enabling them to maintain and develop their skills. There is a strong focus on continuous learning and progression, with opportunities for care staff to develop leadership skills and advance within the organisation. The strong leadership culture creates a positive, open and

inclusive working environment, where care staff feel valued, respected and motivated. As a result, staff retention is high, and people benefit from consistent, familiar care staff who know them well.

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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