



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Gwynfryn



Gwynfryn, Llanelli, SA15 3EX



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

Date(s) of inspection visit(s):

11/06/2025

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:	10
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Gwynfryn is a person-centred service providing high-quality care which supports people to live happy, healthy and increasingly independent lives. The service is located close to Llanelli town centre, with local amenities, and can support up to ten people. The service aims to empower people to reach their full potential and achieve their personal goals and aspirations.

At this inspection we found people's wellbeing is excellent because highly effective and responsive leadership ensures people's care, support, experiences and independence are centred. People are supported by very well-trained, professional care staff, with whom they have developed effective relationships. The environment is safe, secure and well-maintained, with an accessible garden area. The service's impactful use of space supports people's positive wellbeing and increasing independence.

Findings:



Well-being

Excellent

People are happy and speak very positively about the service and the care and support they receive. People meet their personal goals and increase their independent living skills because they receive personalised support from a highly effective service which values excellence, passion, and integrity. People are relaxed, comfortable, have autonomy over their daily lives to do the things that matter to them. People are empowered to improve their wellbeing and become more independent as they are supported to identify wellbeing outcomes they may not have previously considered. We observed care staff listening attentively and supporting people to make well-informed choices. A person using the service told us, *'The staff are great, the food is nice, my room is lovely. It's lovely here'*.

People feel a sense of belonging and sufficiently 'at home' to enjoy freedom of expression and find meaning in their lives. People benefit from a sense of community within the service, which values the uniqueness of people, increases personal confidence and skills. A person using the service told us, *'The place is easy going'*. People have access to a wide variety of enriching activities, are supported with their interests, maintaining connection with family, friends and the wider community. A cat is also a frequent visitor, providing comfort and a friendly cuddle to people at the service. The Gwynfryn Gazette celebrates activities people have enjoyed and what people have achieved, such as enjoying a meal out, successfully baking delicious cakes or celebrating Easter. On the day of inspection, people were looking forward to an evening barbeque.

People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. People live with dignity, respect and receive appropriate, kind, and caring support from exceptional care staff they know well. People can communicate with Welsh-speaking staff. We heard non-Welsh speaking staff using conversational Welsh. A person using the service told us it was a great and respectful place to live; *'Mae'n gret 'ma. Mae'n lle barchus'*.

People are as safe and healthy as possible, attending appointments and accessing healthcare support. Proactive risk management supports people to be safe, whilst experiencing autonomy. People are protected as care staff know their needs, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Strong support systems with wider mental health, health and social care services enable swift support for people.



People are happy with the highly effective care and support they receive at the service. The process for admitting new people into the service is well-planned, considering whether people's needs can be met alongside those of people already accessing the service. Personal plans and risk assessments are person-centred, highly detailed and contain all the information required to enable care staff to meet the wellbeing, care and support needs of people as early as possible. People's wishes of how their support should be provided are clearly documented. A new electronic care-planning system is currently being embedded at the service. Plans are reviewed in a timely manner and consider whether people's personal outcomes and progress to independence are being met.

A small team of highly 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 and are empathic and patient in their approach. We saw care staff understand, anticipate and respect people's changing care and support needs. A person using the service told us, *'Staff have got to know me well'*. People are supported towards increasing independence through exercising choice. People have freedom to choose what to do with their days and are supported to access individual or group activities of their choosing. Care staff support people to access the community and meet their personal goals.

People's physical health and wellbeing is promoted. The service has very strong, established links with local mental health, health and social care services. Care records show people receive support to access social and health care professionals when needed. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. A person using the service told us staff are always available to help; *'Mae staff o hyd 'mha I helpu fi gyda unrhywbeth sydd eisiau'*.

People are kept safe by an exceptionally strong approach to safeguarding. There is a proactive culture of safety at the service, based on open and honest relationships. Care staff have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. The service is highly responsive to the safeguarding needs of people.

Medication is stored securely. The service appropriately seeks guidance from healthcare professionals in relation to medication arrangements. Care staff work closely with people to involve them in understanding and administering their medicines where appropriate.



Environment

Excellent

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean and well-maintained. The service has a very well maintained and welcoming lounge and dining area, with a spacious kitchen and enclosed garden space providing privacy. The space is very well-utilised to support people to socialise and be supported with increasing independence in cooking skills. A smoking shelter is accessible in the garden area to promote the wellbeing of people at the service, whilst also respecting people's choice to smoke. Bedrooms are decorated to people's personal preferences and interests. People have access to a well-maintained and organised laundry room, which further supports the goal of increasing independence.

The service provider finds novel solutions to help people live with as few restrictions as possible. The service has a self-contained flat which gives additional preparation for independent living and supports people in feeling confident and exercising autonomy of their lives. The provider showcases exceptional resourcefulness by supporting individuals to safely access the community, whilst safeguarding their rights, privacy and dignity.

We reviewed the health and safety file and found strong oversight for maintaining a safe and secure environment for people at the service. We saw appropriate oversight regarding gas and electricity safety checks are in place and portable appliance testing (PAT) has taken place. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have robust Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency.

The service promotes hygienic practices and manages the risk of infection. The service has a current Food Standards Agency (FSA) rating of 5 which means hygiene standards have been rated as very good.



The statement of purpose (SoP) clearly states what people can expect from the highly effective service. There is a written guide which gives people who live at the service, their relatives and others, accurate information about the service.

The service has robust quality assurance arrangements in place. This effective oversight ensures a high-quality service, which achieves the best possible outcomes for individuals and improves their wellbeing. An applying Responsible Individual (RI) is getting to know people, staff and has developed a strong understanding of the service. The most recent quality of care review identifies areas for development and improvement and uses the views of people to develop and improve the care and support provided. The service provided is underpinned by core values, operates smoothly and effectively, and the service is committed to supporting people to achieve their personal goals. A member of care staff told us, *'After working in care for a number of years, I can honestly say this is the best'*.

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to providing innovative leadership, a positive service culture and ensuring effective day-to-day management and oversight of the service takes place. Regular care staff team meetings and residents' meetings support the provision of high-quality care. Care staff told us that the management team are approachable and always there to help or advise when required. A member of care staff told us *'The management are great. It's a brilliant place to work'*.

The service has a robust and safe system for recruiting care staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Service (DBS) checks are in place and current. Care staff are registered with Social Care Wales. Throughout our visit, we saw there was sufficient care staff on duty to support people. The service benefits from a wider care staff pool when required, who are employed across the company. This promotes consistency in care, support and values across the service.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to a wide variety of purposeful and effective training opportunities, and care staff have completed a very good level of training. A member care staff told us, *'They are very thorough'*.

Care staff are provided with regular one-to-one support, through timely supervision and annual appraisals. This is in addition to the daily support care staff are provided by management when required. Regular staff meetings are effectively utilised to assist learning and reflection to improve the service. The service celebrates the achievements of staff through initiatives recognising those who provide outstanding care and support. A member of care staff told us, *'You feel supported. It's*

a happy place to be'. Exemplary and responsive leadership ensures highly motivated and skilled care staff are developed at the service, ensuring the care and support provided to people is at a high standard.

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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