



Hazeldene



127a Clyndu Street, Morriston, Swansea, SA6 7BG



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

The inspection visit took place on 15/04/2026

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:	6
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Hazeldene is a small care home registered for up to six people aged 18 and over, supporting individuals with needs related to acquired brain injury, learning disabilities and mental health. The service is located in a residential area of Swansea. The home has a secure rear garden and parking to the front.

Wellbeing outcomes for people are excellent as they experience consistent, person-centred care that promotes well-being, independence and safety, resulting in positive outcomes for people living at the service.

People receive a good standard of care and support that is tailored to their individual needs. Care planning was found to be strengths-based, personalised and reflective of people's lived experiences.

The environment is well suited to the needs of the people living at Hazeldene. It supports independence, promotes well-being and provides a safe, comfortable place for people to live. Leadership and management provide effective oversight of the service. Systems for staffing,

training, quality assurance and governance support safe, person-centred care and positive outcomes for people living at Hazeldene.

Findings:



Well-being

Excellent

Outcomes for people are excellent because people are consistently supported to live meaningful, self-directed lives that reflect what matters to them. With very few exceptions, people are treated with dignity and respect and are actively supported to identify and achieve their personal well-being outcomes. Staff work alongside people to recognise and build on their strengths, promoting independence, confidence and a strong sense of purpose. Feedback from family members stated, *“we could not be happier with the support they offer.”*

People are well supported to maintain independence and meaningful links with their community. Information gathered from reviewing records, conversations with staff and observations during the inspection showed that people are supported to access community groups, volunteering opportunities and activities that extend beyond the service. As a result, people experience positive social connections and a genuine sense of belonging. People are actively involved in decisions that affect them, and their views are respected and acted upon. This is reflected in inclusive review arrangements, where people and, where appropriate, their representatives are routinely invited and supported to contribute meaningfully. Feedback from people stated, *“There is a lot of activities in the home for everyone to get involved in”*.

The service demonstrates a highly effective commitment to positive risk management. Independence and choice are promoted through proactive and proportionate risk assessment, which is understood and applied consistently by staff. This ensures people are supported to make informed choices and take appropriate risks that enhance their quality of life. People are actively involved in producing information for themselves and others where possible. For example, people living at the service choose to cook for others. They plan meals, shop for ingredients, design menus and posters, prepare food and serve it to fellow residents. This promotes independence, contribution and pride, while strengthening relationships within the home. People are supported exceptionally well to maintain and improve their physical, mental and emotional health. Staff provide flexible, individualised support to enable people to pursue personal health goals, including supporting one person to attend a gym and regularly take part in a 6am spin class. This demonstrates staff commitment to helping people achieve ambitious, self-directed outcomes.

People are encouraged to express their preferences and raise concerns in ways that suit them. This reinforces a positive culture where people's involvement is highly valued and their rights and dignity are consistently upheld. People spoke positively about their experiences of living at the service, describing it as a place where they feel happy, comfortable and settled. One person told us, *“it feels like home,”* while another said, *“this is my home.”*



Care & Support

Good

People receive a good standard of care and support that is tailored to their individual needs, preferences and aspirations. Care and support are designed in consultation with people and, where appropriate, their representatives and relevant professionals. We found care planning to be strengths-based, personalised and reflective of people's lived experiences, promoting choice, independence and positive risk-taking. Staff informed us, *"We always strive to ensure that the people we support are cared for and happy."*

People are supported by a stable, knowledgeable staff team who know them well and understand how best to support them. Case tracking demonstrated that personal support plans are written in the individual's own words, use a positive tone and clearly describe what matters to people, what they can do for themselves and where support is required. Plans are regularly reviewed and updated to reflect changes in need, preference or circumstance. Risk assessments are detailed, proportionate and clearly aligned to care plans, supporting people to live as independently as possible while remaining safe.

People are supported to lead active and meaningful lives. Records and observations showed consistent support for people to access a wide range of activities that are important to them, including volunteering, attending the gym, swimming, shopping, cookery sessions and social activities within the home. Staff actively promote positive risk-taking, enabling people to build confidence, maintain skills and remain engaged with their communities. Feedback from a family member shared, *"Hazeldene offers high levels of care; Individual needs are being met"*.

People's health needs are well managed. Staff work effectively with external professionals such as GPs, dentists, pharmacies and mental health services to ensure people receive timely care and treatment. Health appointments, outcomes and follow-up actions are clearly documented.

Medication is managed safely and in line with best practice. We saw medicines stored securely, with appropriate temperature monitoring in place. Medication Administration Records were accurately completed, with clear processes for self-administration, staff support and countersigning where required. Regular audits are completed and staff assisting with medication are trained and assessed as competent. For people subject to Deprivation of Liberty Safeguards (DoLS) authorisations, care plans clearly reflect conditions and staff demonstrate a good understanding of their responsibilities.

Safeguarding arrangements are robust. Staff understand their safeguarding and whistleblowing responsibilities and know how to raise concerns. DoLS applications and authorisations are in place where required, and records show people's rights are protected and best-interest decisions are documented appropriately.



Environment

Good

People live in an environment that meets their needs and supports their well-being outcomes. The home is clean, well maintained and homely, providing people with comfortable personal and shared spaces that promote independence, dignity and safety. We found the environment to be suitable for the people living at the service and reflective of their preferences. Feedback from people shared, *“There is fabulous food and home cooked meals; The house is clean and tidy.”*

Communal areas are welcoming and well used. The kitchen was clean, tidy and lived in, supporting people to participate in meal preparation and daily routines. The communal living room provides a comfortable space for people to relax and spend time together, and the garden areas offer opportunities for outdoor access, including a designated smoking shelter. Laundry arrangements promote independence, with people able to access the laundry room to complete tasks independently, while appropriate safety controls are in place for the storage of hazardous substances.

People’s bedrooms are personalised and give individuals a sense of ownership and belonging. Bedrooms seen were clean, tidy and reflective of people’s tastes and interests. We saw evidence that people are actively involved in decisions about their personal space, including plans to redecorate bedrooms, which have been discussed in resident meetings. Shared bathroom and shower facilities were clean, spacious and well maintained, supporting people’s privacy and dignity.

The provider has systems in place to monitor and manage health and safety within the environment. Routine checks are completed, including daily food hygiene and fridge temperature monitoring. Gas and electrical safety certificates were up to date at the time of inspection. Fire safety arrangements are in place, and risk assessments, evacuation planning and drills are undertaken to support people’s safety. We discussed recent fire safety reviews with the manager, who confirmed actions had been taken to ensure evacuation arrangements are appropriate and inclusive of all people living at the service.



Leadership & Management

Good

People are supported by effective leadership and management that promote a positive culture, safe practice and continuous improvement. The manager and Responsible Individual (RI) provide clear oversight of the service and demonstrate a good understanding of the needs of the people living at Hazeldene. Staff informed us that, *"The Manager is very supportive of staff and residents."*

There is a stable and experienced management presence within the service. Staff spoken with were positive about the leadership and described the manager and RI as visible, approachable and supportive. Staff told us they feel listened to and confident to raise concerns, including safeguarding or whistleblowing issues, and that matters raised are followed up appropriately. This contributes to a positive and open culture within the home.

The provider has robust arrangements in place for the recruitment and support of staff. We reviewed staff files and found appropriate pre-employment checks had been completed. Staffing levels are well planned and reflect people's assessed needs, with appropriate cover in place during the day and overnight. Staff rotas support continuity of care, enabling people to be supported by staff who know them well.

Staff receive regular supervision and annual appraisal, which supports reflection on practice and identifies learning and development needs. Training arrangements are well managed. A training matrix is in place and uses a clear system to monitor mandatory and service-specific training. This enables the provider to plan refresher training in advance and helps to ensure staff remain competent to carry out their roles safely. Staff informed us, *"Management are great; they encourage and support learning and development of the whole team"*.

Quality assurance and governance systems are embedded within the service. The RI undertakes regular visits which include reviews of care records, staff files, medication management, health and safety and people's outcomes. Reports are detailed and identify strengths as well as areas for improvement, with clear action plans in place. The provider also completes regular quality of care reviews, drawing on feedback from people, relatives, staff and professionals. These reviews demonstrate learning from feedback and inspection findings and support ongoing service improvement.

Policies and procedures are in place to guide staff practice and are reviewed regularly to reflect current legislation and guidance. The Statement of Purpose (SOP) accurately describes the service provided, although we discussed the importance of annual reviews, ensuring it remains fully up to date to reflect current practice.

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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