



Isfryn



1 Gorof Road, Lower Cwmtwrch, Swansea, SA9 1EH



01639841958



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

The inspection visit took place on 02/12/2025

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:	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

Good

Summary:

Isfryn is a residential care home in Ystradgynlais, providing care and support for up to eight people.

People experience excellent well-being outcomes; they are supported to maintain their health and well-being and are treated with dignity and respect. People have autonomy over their daily routines and enjoy a broad range of meaningful activities. The care and support delivered to people is excellent, because care staff have enough information to provide people with the right care at the right time and are knowledgeable about their routines and preferences. There are systems in place for safeguarding, medication management, and infection control. The physical environment is good, being safe and designed to support the needs of people who live here. The leadership and management at the service is good. Care staff enjoy working for the people they support and feel positive about the team. The Responsible Individual (RI) carries out regulatory duties and evaluates the quality of care delivered.

Findings:



Well-being

Excellent

People at Isfryn exercise maximum control over their daily lives, with few exceptions. Documented evidence confirms staff provide meaningful opportunities for people to express their views on the care and support they receive. Key workers hold regular meetings with people, creating a structured forum to discuss important matters and set personal goals. People actively develop and review their personal plans, clearly communicating their preferences and choices so care staff can reflect them in the support provided.

People experience excellent outcomes through strong connections with family, friends, and their wider community. The service actively promotes these relationships by facilitating family visits and supporting individuals to visit loved ones at home. People are empowered to access the community independently or with assistance, fostering confidence and inclusion. One person shared how much they enjoy visiting local cafés. Others have volunteered at an animal sanctuary, reflecting the service's commitment to personal choice. Each person has a personalised activity planner that includes meaningful, tailored activities aligned with their preferences and aspirations. Engagement in these activities is consistently recorded, enabling the service to monitor progress and celebrate achievements.

People are treated with dignity and respect. They appeared relaxed and comfortable in the presence of staff. Staff speak in a very friendly, caring and respectful way and people respond positively. People living in Isfryn told us, *"It's lovely here"*, *"I think all of it works well"* and *"I love them all"*. We observed care workers engaging in positive interactions and consistently supporting people with dignity.

The environment is designed to support people's overall well-being by providing clean, comfortable communal spaces that encourage social interaction and a sense of community. Each person's room is carefully personalised to reflect their preferences, promoting ownership, familiarity, and comfort. This attention to detail helps create a homely atmosphere where people feel valued and respected. The premises are consistently well maintained, with robust systems in place for regular checks and servicing. By prioritising cleanliness, safety, and personalisation, the home offers a setting that not only meets practical needs but also enhances quality of life.

Infection prevention and control measures are effectively implemented. Care staff receive training in safe practices to minimise the risk of infection. Clear policies guide their approach, and personal protective equipment (PPE) is readily available and used appropriately. These measures help ensure people are protected as much as possible from infection-related risks.



Care & Support

Excellent

People receive excellent care and support that helps them achieve their personal outcomes. Before anyone moves into the home, the service completes a thorough assessment of their care and support needs to confirm it can meet them safely. After this, staff work with individuals and, where appropriate, their representatives to develop a personal plan. The service recently introduced an electronic care planning system. Personal plans are person centred, clearly outlining people's personal goals and proactive strategies to meet them. The provider completes detailed risk assessments to enable people to make their own choices while staying safe. When care arrangements may restrict a person's liberty, the service submits Deprivation of Liberty Safeguards (DoLS) referrals. People have access to a range of formal and informal opportunities to share their views about the care they receive. Personal plans are reviewed regularly in line with regulations to ensure they remain relevant as needs change. A social worker told us: *"Overall, Isfryn Care Home sets an exemplary standard in care provision, leadership, and cultural sensitivity"*.

People's health needs are well supported, and medication is managed safely and effectively. People receive their prescribed medication on time, supported by robust medication management systems. Medicines are securely stored and accessible only to authorised staff. Medication Administration Record (MAR) charts are accurately completed, confirming timely administration. The service follows a medication policy aligned with best practice guidance. Care staff receive appropriate training and are regularly assessed to ensure competence. Routine audits help maintain safe and effective medication practices. People's health needs are clearly documented in personal plans. People have timely access to health and social care professionals, and advice is sought promptly when required.

People experience extremely positive outcomes because they choose how to live their daily lives. We saw that people can spend time in their bedrooms or use the communal spaces as they wish. Records show the service offers multiple ways for people to share their views, including individual and group meetings. Care staff chat with people throughout the day and listen attentively, demonstrating genuine respect. One person told us, *"I can make suggestions, I am happy here."* Care staff know people extremely well and support them to make decisions when needed. The service provides clear information in its guide and statement of purpose about what people can expect, how to raise formal concerns, and how these will be managed. Regular house meetings take place, people are encouraged to make suggestions for change or improvements. There is a 'You said, we did' notice board, which evidences people have choice and are listened to.



Environment

Good

People are cared for in a safe and secure environment. Access is via a secure entry system and visitors sign in on arrival and exit. We looked at a wide range of service and maintenance documentation. The service has systems in place to ensure that all health and safety checks are undertaken to necessary timescales and complete further audits within the service including checks by the Responsible Individual (RI). Fire safety assessment, checks and drills take place to ensure the safety of everyone within the home and personal emergency evacuation plans (PEEPs) containing key information are available via a grab bag in case of an evacuation. Personal protective equipment (PPE) is available to all the staff and well stocked.

The home is warm and homely with space for people who live there to enjoy both communal living and to have quiet time on their own, as they choose. There has been new furniture in the lounge and efforts are being made to reorganise spaces to be used in the best ways for the people that live in the home. Bedrooms were seen to be of a generous space, all ensuite and personalised with one person choosing décor that matched their hobby. People were happy and proud of their rooms. The kitchen area is large, modern and well equipped, it also has adaptations to make it accessible.

Good levels of cleanliness were observed with a rota to ensure the upkeep of the home. People who live in the home are supported to do their own laundry. There is a large outdoor space and smoking areas available. There is ongoing investment in ensuring the home meets the needs of the people who live there, including changing the home's car to an adapted model to ensure this is accessible for all.



Leadership & Management

Good

The service's Statement of Purpose and Service User Guide comprehensively reflects how people within the home will be supported. The staff team are suitably experienced and receive a package of training, both mandatory and focused, to enable them to have the knowledge and skills to support the people in the home.

Management complete a robust pre-employment process. People who live in the home have input into the recruitment process, having the choice to be included in interviews. Staffing levels are sufficiently suitable to meet the needs of the people living in the home. The service uses a permanent team and does not rely on agency staff, which promotes continuity of care. The induction period is thorough with a mix of online training and shadowing opportunities to ensure new staff are fully prepared in their roles. Staff gave positive feedback about the training, describing it as "*really good*". Training levels are monitored through an online matrix. Supervision takes place regularly and there is annual appraisal. Staff feel well supported and valued and they are able to develop professionally.

Management and RI oversight of the home is strong. We saw comprehensive audits that drive improvements. Staff understand how to raise concerns and feel confident in doing so. Management were described as approachable and staff commented that "*we are listened to*". The complaints process is clear, and records show complaints are handled promptly. Compliments on the service are noted. Key documents are available in an easy-read format for people living in the home. The RI visits every three months and publishes a quality of care report every six months, which demonstrates good oversight.

The service provider makes an effort to promote Welsh language and is working toward the Welsh Active offer.

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.

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.