Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Oakhill

Oakhill, 928 Carmarthen Road, Fforestfach, Swansea, SA5 4AB

01792 589594

https://accomplish-group.co.uk

The inspection visit took place on 13/04/2026

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:	7
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	Excellent
Leadership & Management	Excellent

Summary:

Care Inspectorate Wales inspected Oakhill Care Home and rated the service Excellent in all four areas. The home consistently exceeds expected standards and achieves positive outcomes for people living at the service.

People experience outstanding wellbeing and are supported to live meaningful, fulfilling lives. They are treated with dignity, warmth and respect, and are fully involved in decisions about their care and daily routines. Staff use positive, well-managed risk-taking to promote independence. People feel safe, listened to and valued, and are supported to maintain relationships and participate in community life. The homely, personalised environment helps people feel settled, secure and at home.

Care is highly personalised, consistent and responsive to individual needs. Staff know people extremely well and actively support social inclusion and meaningful activity. Health needs and medication are managed safely and effectively. The home is exceptionally clean, safe and welcoming, with accessible indoor and outdoor spaces. Strong leadership drives a positive culture. Robust governance and proactive quality assurance support continuous improvement, staff development and exceptional outcomes for people.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes, with care and support consistently exceeding regulatory expectations. The service demonstrates a strong, embedded culture of person-centred practice, enabling people to live safe, meaningful lives with choice, dignity and positive risk-taking.

People are supported to live healthily and safely; with clear evidence they have control over decisions which affect their daily lives. Care is individualised and based on people's preferences, abilities and aspirations. Positive risk management enables people to maintain independence, including involvement in financial decision-making where appropriate. Health needs are proactively managed through timely access to primary care and specialist services, alongside effective monitoring of nutrition, hydration, mobility and skin integrity. People feel safe, respected and empowered. One person told us, "*Staff help me the way I want,"* and confirmed they felt safe living at the service.

Robust safeguarding arrangements are in place and well understood by staff. Clear procedures, regular training and a strong safeguarding culture ensure people are protected from abuse and neglect. People are supported to raise concerns in ways that meet their communication needs, and staff demonstrate confidence in recognising and responding to safeguarding issues. People feel protected and reassured. Families consistently described the care as "*caring and compassionate*," and noted staff treat people "*like family."*

The service strongly promotes social inclusion and meaningful relationships. People are supported to maintain contact with family and friends and to develop relationships within the home and the wider community. Individualised activity planning, regular outings, therapy dog visits and resident-led initiatives support social engagement and emotional well-being. Technology is used effectively to help people stay connected. People are settled, valued and socially engaged. Families described people as "*happy, well supported and settled*."

People live in a safe, homely and well-maintained environment that supports their individual well-being outcomes. Bedrooms and communal areas are personalised, clean and comfortable, and people are involved in decisions about adaptations and improvements. Outdoor spaces are accessible and encourage independence and enjoyment. People feel comfortable, dignified and at home. Families praised the "*homely atmosphere*" and quality of the environment. Feedback from people and families is consistently positive, with individuals feeling safe, listened to and supported to live fulfilling lives.

Care & Support — Excellent

People experience exceptional care and support that consistently achieves and enhances their personal outcomes. Care is clearly person-centred, well planned and delivered in partnership with people and, where appropriate, those important to them. Care planning documentation is comprehensive, accurate and regularly reviewed, and reflects people's wishes, aspirations, specialist needs, communication requirements and assessed risks. Case tracking confirmed people experience strong continuity of care, supported by effective multi-disciplinary working and timely referrals to health and specialist services. As a result, people are supported to live meaningful, fulfilled lives with choice and control over their day-to-day experiences.

People are exceptionally well protected from harm and abuse. Safeguarding arrangements are robust and embedded into everyday practice, with staff demonstrating strong awareness of their responsibilities. The service responds promptly and appropriately to any concerns, with clear evidence of learning and improvement where incidents have occurred. This reflects a positive safeguarding culture and effective management oversight. People told inspectors they feel safe and reassured living at the service, and families expressed high levels of confidence in how risks are managed.

People's medication is managed to a very high standard, with effective systems in place to ensure safe ordering, storage, administration and review. Staff are suitably trained and competent, and records demonstrate medicines are administered safely and in line with prescribed instructions. Regular auditing and oversight provide strong assurance that practice remains safe and person-centred, supporting positive health outcomes.

The service demonstrates excellent infection prevention and control practice. Staff consistently adhere to Public Health Wales guidance, with appropriate use of personal protective equipment (PPE), effective cleaning regimes and well-organised laundry and waste management systems. The environment is clean, well maintained and supports people's health and wellbeing.

People spoke positively about the care they receive, telling inspectors they feel listened to, respected and supported in ways that matter to them. One person said, *"I like living here… staff help me the way I want."* Families and relatives described the care as *"excellent,"* noting that staff are caring and compassionate and people appear settled, happy and well supported.

Overall, the service consistently exceeds expectations, delivering compassionate, personalised care that results in highly positive outcomes for people.

Environment — Excellent

The service provides an outstanding environment which goes beyond meeting people's basic needs, actively promoting wellbeing, independence, choice and quality of life. The home is bright, spacious and thoughtfully designed, with wide corridors and accessible walkways which fully support people's mobility and independence. Communal areas enable people to choose how and where they spend their time, whether socialising or enjoying quieter spaces, supporting emotional wellbeing and autonomy.

Bedrooms are highly personalised, immaculately maintained and aligned with personal plans. People are supported to make decisions about their personal space, décor and furnishings, creating a strong sense of ownership, dignity and belonging. Equipment and specialist aids are not only appropriate and well maintained but are proactively reviewed and adapted, enabling people to do more for themselves and maintain independence.

Outdoor space is a particular strength. People have access to a secure, attractive and stimulating garden featuring seating, planting and opportunities for meaningful activity. People are actively involved in the upkeep and use of the garden; for example, a resident growing vegetables, which promotes purpose, confidence and enjoyment. These opportunities contribute directly to people's positive mood, engagement and overall wellbeing.

People consistently report positive experiences of living at the home. One person told inspectors, *"I like living here,"* and confirmed they feel *"safe"* and well supported. Feedback described the service as welcoming, comfortable and homely, with people valuing both the environment and the social opportunities it supports.

The provider demonstrates exceptionally strong governance and oversight of health and safety. Comprehensive risk assessments are routinely reviewed, and the environment is maintained to a consistently high standard. Fire safety arrangements are robust and person-centred, with individual personal emergency evacuation plans, regular drills and clear evacuation planning. Maintenance systems are well-organised, forward-planned and responsive, ensuring all equipment and systems remain safe and fit for purpose.

Cleanliness and infection prevention standards are exemplary, evidenced by a food hygiene rating of 5 and consistently positive observations. Control of Substances Hazardous to Health (COSHH) management and clinical waste disposal arrangements are secure and well managed, further supporting people's safety. Family members reflected these outcomes, describing the service as "*well managed, safe and homely*," and reporting their relatives are settled, happy and thriving.

Leadership & Management — Excellent

Leadership and management arrangements at Oakhill are highly effective and make a significant contribution to the positive outcomes experienced by people. Leaders demonstrate clear vision, strong values and a sustained commitment to continuous improvement, ensuring people receive high-quality, person-centred care in a stable and well-governed service.

The service benefits from exceptional governance, with robust oversight systems that are well embedded and used proactively to drive improvement rather than simply maintain compliance. The manager and Responsible Individual (RI) work in close partnership, with clearly defined roles and responsibilities. Monitoring systems are comprehensive and provide a strong understanding of risks, performance and people's outcomes. As a result, people experience a service that is safe, well organised and consistently responsive to their needs.

Quality assurance arrangements are a particular strength. Regular audits, RI statutory visits and quality of care reviews are thorough and analytical, and findings are clearly translated into service development. Feedback from people, families and staff is actively encouraged, valued and acted upon, leading to tangible improvements that enhance people's quality of life. People told us they feel safe and well supported. Families consistently described the service as "*very well managed*" with "*strong leadership*" and high standards of care.

There is strong oversight of financial arrangements, with clear evidence of planned investment in the service. Improvements to the environment, facilities, staffing and digital systems demonstrate a long-term commitment to meeting people's needs and promoting dignity, comfort and safety. This financial stability provides reassurance and supports the continuity of high-quality care.

Leaders place a strong emphasis on supporting and developing staff. Recruitment, vetting, induction, supervision and appraisal arrangements exceed regulatory expectations and contribute to a confident, skilled workforce. Training compliance is high, with effective oversight ensuring staff maintain the skills required to meet people's complex needs. Staff reported feeling valued and proud to work at the service, benefiting people through continuity, positive relationships and high-quality support.

Outstanding leadership and management create a positive culture where people are at the heart of the service. People are settled, happy and confident in their care, and families expressed high levels of trust. Leadership arrangements go beyond requirements and significantly enhance people's wellbeing outcomes.

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 2026.
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.