Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Rosewood

Swansea

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https://accomplish-group.co.uk

The inspection visit took place on 12/02/2026

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:	4
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	Excellent

Summary:

Rosewood is a small care home located in the village of Cwmllynfell. Within a short distance there is a shop, café and popular walking spot. Public transport links are available for people to access the wider community. They also have shared use of the home's own vehicle.

People are very content at the home, which has a joyous, harmonious atmosphere. Care staff provide an exceptional standard of care and support to help people stay happy and healthy. People have experiences that truly enrich their lives.

The home is nicely presented and has a good range of facilities. People are comfortable in their surroundings and have influence over environmental changes. There are plans to develop the garden.

The home has excellent leadership and management. The small staff team share the manager's passion for delivering the best possible service. Staff receive high-quality training and support to carry out their roles effectively. The Responsible Individual (RI) has close oversight of the service and is committed to making continuous improvements.

Findings:

Well-being — Excellent

People receive the highest level of dignity and respect. They have well-established routines, with most having lived together for many years. Care staff use different communication tools to empower people to have control over their lives. For example, picture cards help people make daily choices and easy-read documents explain what they can expect from the service. Communication plans and social dictionaries are exceptionally detailed, assisting care staff to recognise and respond to non-verbal cues. We saw people's spirits visibly lift during their interactions with care staff. There is no current demand for a service in Welsh.

People enjoy a range of meaningful activities. We saw people preparing to visit places of interest, using either public transport or the home's own vehicle. Keyworkers help people develop their skills and achieve personal goals. This often involves overcoming challenges and experiencing new and rewarding things. For example, people's increasing confidence means they require less support in the community and can enjoy relaxing days out with family. Care staff are enthusiastic when supporting people with in-house activities, which encourages participation. We saw people having a lot of fun using musical instruments and singing animatedly to their favourite songs. Care staff celebrate special moments and share activity ideas via the provider's social platform and during staff and resident meetings.

The service has robust systems in place to protect people from harm. Care staff are vigilant to risks to people's safety and take action to reduce these, in line with risk management plans. It was clear from our observations that people feel very safe with care staff, often looking to them for comfort and guidance. The staff team record all incidents and concerns, along with any external referrals. The incident reporting system is monitored by senior managers and clinicians, who can offer further advice, support and guidance. The manager told us safeguarding and incident reporting procedures are discussed during supervision meetings, which we confirmed when reviewing records. Staff receive safeguarding training and revisit the safeguarding policy during all staff meetings. Information on how to make a complaint is accessible to people and available in an easy-read format.

The accommodation is designed to promote people's well-being. We saw people watching television, listening to music and using various sensory equipment. There are sensory boards and communication aids on display in communal areas for people to interact with at their leisure. Bedrooms are laid out to meet people's needs and the décor and furnishings reflect their interests, giving each room a sense of identity.

Care & Support — Excellent

The quality of care and support people receive is exemplary. Critical information regarding people's care and support needs is clearly highlighted within care records. Personal plans also outline in detail how care staff should promote their physical and mental health. The manager is a strong advocate for people when there are concerns, ensuring they have timely access to medical and specialist services. The provider employs clinicians whose expertise and support can be drawn upon when required. As a result of diligent teamwork, people have benefited from prompt medical intervention which has improved their physical and mental health.

Care records provide an excellent insight into who people are and what matters to them most. They contain highly detailed information regarding people's backgrounds and routines. Choice and independence are promoted throughout personal plans, which are regularly reviewed and updated. Care staff apply these principles to practice by recognising and drawing on people's strengths. The strategies for increasing independence are also reviewed during monthly resident meetings. Daily recordings show that people consistently receive care as outlined within their personal plans. The manager is working with care staff to strengthen the quality and consistency of information they record, so people's experiences are captured in full. A professional rated the care and support people receive as 'excellent' due to the *'personalised client care and development'*.

Medication is managed meticulously. We saw medicines being handled in line with company policy, which is informative and reflects current legislation and guidance. Medication is stored securely and at a suitable temperature. Records are organised into individual files containing information about people's medicines, including guidelines for the use of any 'as required' medication. Care staff maintain clear records regarding the administration of medicines and arrange regular reviews. The manager told us one person's 'as required' medication has been discontinued due to their improved mental health. The manager carries out in-depth medication audits, which cover all aspects of medication management. The service received a 100% compliance score following the latest monthly audit. Our observations were consistent with the findings of the audit.

The service maintains the highest standards of hygiene and infection control. We found private and communal rooms to be immaculately clean. People regularly contribute to the upkeep of their home by completing various household tasks, as able. Cleaning schedules are in place to prompt care staff with cleaning duties and ensure all areas are covered. A colour-coded cleaning system helps prevent cross contamination between bathroom, kitchen and living areas. A new enclosed cabinet in the laundry room promotes people's dignity by giving them designated space to store their laundry.

Environment

Good

People live in homely accommodation. Communal areas consist of a light, spacious lounge, dining area and sensory room. We saw people relaxing in comfortable chairs as they watched television in the lounge. They also appeared at ease while eating and playing games at the dining table and handling items in the sensory room. We saw that bedrooms are laid out according to people's individual needs and preferences. They also contain any specialist equipment people need. People have contributed to decisions regarding the décor and helped shop for ornaments and other furnishings. Bathroom and kitchen facilities are finished to a high standard. Corridor walls feature sensory boards and interactive games, which people can use at their leisure. Menus include pictures to help people make choices.

Regular upgrades help keep the environment fresh and inviting. The conservatory has been converted into a sensory room, which contains many items to occupy and stimulate people. There are plans to create further interest by introducing different lighting and scents. We saw that the flooring has been renewed throughout the ground floor. People's ensuites have been upgraded and their bedrooms redecorated and painted in colours of their choosing. The lounge has also been repainted since the last inspection. Prominent photo displays have been created in the entrance hall and lounge, adding a homely touch to the décor. Further developments are planned to maximise the opportunities for people to complete tasks independently.

The home's garden requires development. It is secure, accessible and has a pleasant outlook. However, areas are overgrown and there are minimal stimulating features. The manager told us of plans to replace the flooring and furniture in the decked area and create central patios which will include sensory items. We were assured that work is planned to begin this year.

The service carries out rigorous health and safety checks, which include personal equipment, fridge and freezer temperatures, window restrictors, fire equipment and the flushing of outlets. The manager also completes internal and external audits of the building to ensure all areas remain safe and any concerns can be promptly addressed. We saw that chemicals are stored securely and access to some areas is restricted, in line with people's Deprivation of Liberty Safeguards (DoLS) authorisations. The service arranges independent fire risk assessments, electrical inspections and oil checks, ensuring any recommendations are acted upon. Each person has a handwritten and electronic evacuation plan, which can be accessed quickly and easily. Records show that care staff carry out very frequent fire drills.

Leadership & Management — Excellent

The manager excels in leading staff and making the home the best it can be. Care staff have the utmost respect for the manager and feel motivated and inspired in their roles. Feedback we received includes *"Excellent team to work with and learn from"* and *"I feel respected by my seniors and peers"*. The manager has a strong network of support and is in regular contact with the RI and other managers. The RI regularly visits the service and reviews the quality of care provided, considering any significant incidents and the findings of internal audits. A report following a recent review shows that most staff, families and professionals regard the service as 'outstanding'. After assessing how the service is performing, the RI sets actions to promote its continuous improvement.

People receive good continuity of care from a stable team of staff. We saw care staff spending quality time with people as they supported them with their daily activities and routines. Care was provided in a dignified, unrushed manner. Staff feel part of a close-knit team that works well together to give people the best possible experiences. Staff told us, *"The needs of the people we support are always put first"* and *"I feel very lucky working here"*. The service follows a robust recruitment process to ensure staff are suitable for their roles. Employment is subject to a criminal check via the Disclosure and Barring Service (DBS), which is renewed at the required intervals. There are clear policies and procedures to support the safe running of the home, and these are a key feature of individual and team meetings. The service holds monthly staff meetings, which exceeds requirements.

Staff receive a high level of training and support to carry out their roles confidently. One staff member told us, *"Teamwork and the support we have is the best thing"*. Care staff are supported to register with Social Care Wales and complete mandatory and specialist training relevant to people's needs. Care staff told us they regularly update their training and *"There are opportunities to develop skills and gain experience"*. Care staff have formal, individual supervision with the manager or a senior to reflect on their role and experience. The manager is enhancing the current supervision process, so meetings are held more frequently and include more in-depth reviews. We saw an example of a revised supervision record and found this to be of high quality. The manager is also scheduling mid-term reviews of annual appraisals to monitor staff's progress in relation to their developmental goals.

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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