



The Willows



The Willows, 6-10, Llys Gwynfryn, Neath, SA10 7UB



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

The inspection visit took place on 18/11/2025

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

Excellent

Summary:

The Willows is in the village of Bryncoch and has good public transport links to Neath and Swansea. People living in The Willows receive the highest standard of care and support and enjoy an excellent quality of life. Care staff actively promote a healthy, independent lifestyle as they support people to connect with their community and engage in new activities. This helps people flourish and gives them a sense of purpose and accomplishment.

People feel safe and comfortable in their home, which is properly maintained and presented to a good overall standard. Managers motivate staff well and promote a strong working culture. Staff receive high quality training and exemplary support from managers. The quality of the service is monitored effectively through robust systems of audit. The responsible individual (RI) values people's views and works closely with managers to maintain the highest standards of practice.

Findings:



Well-being

Excellent

The service is delivering the aims and objectives set out in its statement of purpose; a key document that explains what the service aims to provide and how. People live in a supportive home where they feel safe, happy and comfortable. Staff recognise the importance of helping people develop a sense of ownership over their care. People are empowered to explore new opportunities, establish meaningful relationships and build social connections. This helps people lead a full and rewarding life as they develop their skills and coping strategies while working towards personal goals. People have successfully become more integrated into the community and gained more freedom, confidence and independence. As such, people experience exceptional well-being.

People have control over their daily lives. One person told us *"I like the rules here; I can sleep when I want, go out when I want"*. People are fully involved in decisions affecting home life. They regularly meet with staff in a relaxed setting to talk about their experiences. People's views about their care and support are also formally recorded during three-monthly reviews. Managers involve the relevant professionals so people can plan for their future and make informed decisions about their care arrangements. The RI values people's feedback and uses this to make continuous service improvements. People have influence over their environment, which suits their needs well.

People receive high quality care which promotes their health, safety and well-being. Staff embed safeguarding principles into practice. People are reminded about how to report safeguarding concerns and complaints during resident meetings. Care staff support people in line with detailed risk assessments and personal plans. People enjoy a range of nutritious meals. One person said, *"I had a three-course meal last Christmas, it was lovely"*. Staff plan regular 'self-catering days' to encourage people to prepare meals independently. People receive appropriate support with their medication and have access to various health services. They take part in community-based projects and enjoy going on walks and playing pool together. With consent, staff share and explore activity ideas using the provider's social platform, thereby learning from others and promoting positive practice. The building is safe, secure and well maintained. There are stringent infection control measures to minimise infection risks.

People's relationships with others enrich their lives. People are at ease in one another's company and talk fondly about joint outings and interests. One person told us *"Everyone gets on well together"*. People also have trust in the staff and managers. We saw mutually respectful interactions which visibly lifted spirits. People were reassured by staff support and enjoyed frequent good humour. Staff told us *"I've developed trust and rapport, which helps individuals feel safe and understood"* and *"We have a dedicated staff team who give 100% in making every day the best they can for the people we support"*.



Care & Support

Excellent

The service provides a consistently high standard of care and support which helps people achieve their personal goals. People are involved in developing personal plans, which set out in detail what they want to achieve from the service. Records show that care staff closely monitor people's daily activity and mental health. They promote a healthy, independent lifestyle, encouraging people to keep active and to maintain a suitable diet. Personal plans are accompanied by a range of relevant risk assessments, which provide clear direction on how care staff can support people safely. The service promotes Welsh culture by celebrating traditions.

People experience exceptional continuity of care. The service has a stable team of staff who have a sound understanding of people's individual needs, routines and preferences. This allows care staff to communicate with people effectively and recognise when they need additional support. Care staff support people to attend medical appointments and follow health advice. The service has established strong links with care teams, which helps ensure people receive timely input from health professionals. Feedback from professionals includes *'Staff have good communication; they share information/concerns proactively and will request support when required'* and *'The team that work there are very good. They manage and support my client extremely well'*.

Medication is managed safely. Care staff maintain clear records which demonstrate that people consistently receive their prescribed medicines. Protocols are also followed regarding the administration of 'as required' medicines. We observed medicines to be stored securely and at appropriate temperatures. The service has a designated staff member with responsibility for overseeing how medicines are managed. Staff conduct rigorous audits, including twice daily stock checks, to support safe administration and help identify any issues quickly.

The service minimises infection risks by promoting the highest standard of hygiene and infection control. Care staff follow effective nightly cleaning schedules and support people to carry out deep cleans of their room every week. Bathrooms are also regularly checked throughout the day. We observed communal areas to be immaculately clean and tidy. The service has a good supply of personal protective equipment, which is conveniently located. Care staff prompt and support people to keep a tidy living environment and to manage their laundry and household waste efficiently. One person said, *"It's very tidy – they always come to remind us"*.



Environment

Good

The home is located very close to public transport links, allowing people easy access to the wider community. People have bus passes and may share use of the home's vehicle for appointments or other planned outings. We saw people spending time outdoors, as desired. Where appropriate, people have their own key, so they can come and go as they please. Managers follow Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions to people's freedom are lawful. The home has front, rear and side gardens which people use to relax, smoke or play ball games.

The accommodation has a good range of facilities to promote independent living. Two self-contained flats with lounge, kitchen and bathroom facilities give people as much control over their daily routines as possible. People spend time in their private rooms/flats or communal areas as they wish. We saw people relaxing and watching television in the ground floor lounge. The communal kitchen, bathroom and shower facilities are modern and homely. People use a shared laundry room which is awaiting refurbishment.

People have influence over environmental changes. They are consulted about the décor and furnishings within private and communal rooms, ensuring they feel comfortable and at home in their surroundings. People were proud to show us their own rooms, explaining how well the décor, furnishings and layout suit them. Managers recognise when environmental factors impact people's mental health and well-being and find solutions. The service is committed to making regular environmental upgrades internally and externally. For example, the home has recently benefitted from a new front porch, garden furniture and kitchen appliances.

The building is safe and secure. Visitors cannot access the home without staff approval and are prompted to sign a visitors' book on arrival. We found that windows above ground level are restricted to reduce the risk of significant falls and chemicals are stored securely. There are suitable arrangements in place to ensure the home is kept in a good state of repair. Senior staff carry out regular health and safety checks and arrange repairs as needed. Records confirm that utilities are serviced and inspected within recommended timescales. Routine fire safety checks and drills are also carried out.



The service is fulfilling its aims and objectives through excellent leadership and management. Managers lead by example, focusing on how they can adapt support to help people build on existing skills, experience fulfilment in their daily lives and achieve success with their long-term goals. A positive and compassionate culture has been embedded throughout the service as staff share the same values and strive to give people the best possible experiences. Feedback from staff includes *'Any decisions made with the running of the house are in the best interest of the people living there'* and *'I've seen progress in promoting independence among service users, encouraging them to take small but meaningful steps in their recovery and independence'*. A professional also reported *'I have full confidence in the staff and managers; they are really supportive to the clients'*.

The smooth running of the home contributes to a harmonious environment for all. Managers have fostered trusting relationships with the people living in the home, staff and professionals. One person said, *"Everyone listens to the manager. We have great treatment, what we ask for"*. There are organised administration systems, which make accessing information quick and easy. Staff meetings are held more frequently than the Regulations require, providing ample opportunity for staff to share information and updates about people's experiences. They also reflect on what people have raised or requested during resident meetings, so voices are truly heard. The RI closely monitors the quality of the service and works collaboratively with managers to drive forward and embed planned improvements. The findings of internal audits demonstrate that the service consistently performs to an outstanding level and achieves excellent outcomes for people.

The service has robust systems in place to recruit, train and support staff. This ensures they are fit to work in care and have the knowledge and skills to meet people's individual needs. We observed care staff to be available to support people when needed. They keep high quality records regarding how people spend their days and use their funded one-to-one hours of support. Staff rate their learning and development opportunities as 'excellent'. They complete a range of mandatory and specialist training, as set out within the home's statement of purpose. Training compliance rates remain very high as managers support staff to complete their programme of training in a timely manner. Records show that staff receive monthly supervision during their probationary period and at least quarterly supervision thereafter. This exceeds regulatory requirements and ensures new staff receive extensive support when taking up their roles. Staff also receive meaningful annual appraisals to promote their continued professional development.

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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