Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Trevelyan

Trevelyan, Bronwydd, Carmarthen, SA33 6JA

01267236401

https://accomplish-group.co.uk

The inspection visit took place on 03/09/2026

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	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Trevelyan is a mental health service that provides support to adults who have a functional mental illness requiring personal care and support. It is in the rural village of Bronwydd, three miles from the market town of Carmarthen.

The well-being outcomes of people is “Excellent” as people receive exemplary care and support to achieve self-directed outcomes relating to their physical, mental and emotional health.

The care and support people receive is “Excellent” as highly skilled care staff understand and support people as individuals consistently considering their wishes, aspirations, risks and specialist needs.

The environment of which people live is “Excellent” as people benefit from living in a home that meets their individual needs and places them at the heart of the service.

The leadership and management of the service is “Excellent” as leaders promote a strong positive culture that is supportive, inclusive and respectful.

Findings:

Well-being — Excellent

People receive extensive care and support to live well and achieve self-directed outcomes. Care staff provide exemplary support that helps people maintain and improve their physical, mental and emotional health. Care staff treat people with dignity and respect. They actively support people to identify their well-being outcomes and encourage them to use and build on their strengths. Managers have developed and continue to promote a positive reablement and “can-do” culture across the service. Care staff help people overcome barriers by building trust and working in partnership with them and external professionals.

People access highly tailored care and support that meets their individual needs. People play an active and integral role in care planning and review. They lead the development of their outcome-based personal plans. Care staff empower people to thrive by supporting them to maintain, develop and explore their interests, strengths and skills. This includes volunteering, work-based activities and involvement in charitable events. People told us, and records confirmed, they enjoyed holidays, meals out, music concerts, walking rescue dogs, playing pool and learning to play musical instruments. People enjoy individual activities and spend time together, which gives the service a strong community spirit.

Staff always prioritise people’s well-being and safety by identifying and managing risks effectively. The service promotes a strengths-based approach and supports positive risk taking. Care staff encourage people to develop the skills they need to move towards more independent living. Care staff discuss identified risks openly with people and maintain excellent communication with external professionals, which supports people to progress. The provider has comprehensive personal and environmental risk assessments in place. The manager and Responsible Individual (RI) complete detailed audits. Care staff understand safeguarding and risk management processes and access support from internal and external professionals when needed.

People live in accommodation that significantly enhances their quality of life. They personalise their accommodation, take ownership of it and describe it as home. The provider maintains the service extremely well, creating a strong community ethos that promotes independence and prepares people to move on. Managers oversee maintenance and health and safety procedures effectively.

Care & Support — Excellent

People receive exceptional care and support because care staff consistently consider their wishes, aspirations, risks and specialist needs. The provider maintains strong, established links with local mental health, health and social care services, which helps people achieve excellent outcomes. Visiting professionals gave exceptionally positive feedback about the service. The provider works closely with professionals involved in people's care to gather detailed information and plan effective support.

We found personal plans were person-centred and strengths-based, and they place people at the centre of decisions about their care and support. The plans identified risks clearly and explained how staff should manage them through comprehensive risk management plans. Care staff keep people safe through an exceptionally strong approach to safeguarding. People take an active role in personal planning and review. They meet care staff regularly and informally to discuss their personal plans and the outcomes they want to achieve. The service successfully prepares and supports people to move towards more independent living. One person now manages a tenancy successfully, and another person was working towards this at the time of inspection.

Highly skilled care staff support people and understand them well as individuals. The provider recruits professional, experienced care staff who demonstrate strong values. Care staff encourage people, remain positive and make sure people lead decisions about their care and support. The provider gives care staff high-quality training and support based on the needs of people using the service. Regular, open communication supports trusted working relationships between people and care staff. Detailed care planning documentation gives care staff the information they need to provide highly effective support.

Care staff manage people's medication safely through high-quality management systems. Care staff store medication correctly to maintain its efficacy and safety. The provider keeps the medication room well organised and has fitted an air-conditioning unit to control the temperature adequately. Care staff who administer medication understand and follow the comprehensive corporate medication policy. Medication administration records were accurate and in good order. Senior care staff complete regular medication audits and check care staff competencies.

Environment — Excellent

People benefit from living in a home that meets their individual needs and places them at the heart of the service. Trevelyan provides a warm, homely and positive reablement environment where people feel relaxed and valued. People told us they enjoyed living at the home. Their comments included, *"It's lovely here, I feel very happy"* and *"I enjoy living here".* Professionals who know the service well told us the service continues to make a significant difference to people's lives.

People use high-quality indoor and outdoor communal spaces freely. The kitchen diner and communal lounge are well used, nicely decorated and reflect people's interests, including personal music memorabilia. People personalise their bedrooms and the external studio apartment, and the provider maintains these areas to a very high standard. People were proud to show us these areas of the home. We saw strong evidence that the provider continues to invest in the environment, including recent upgrades to two-bathroom areas and plans to replace communal carpets.

People enjoy a mature and well-maintained rear garden, which includes a relaxation area, small lawn and patio area used for barbecues and parties in warmer weather. The garden also includes a small storage shed and smoking shed. Staff encourage and support people to take part in maintaining the indoor and outdoor areas of the home. The front of the property provides a large parking area and easy access to a bus route into Carmarthen.

The provider supports people's care and support needs through highly effective health and safety and risk management systems. Care staff maintain the building to a high standard and complete relevant maintenance and health and safety checks. The provider keeps all required certificates in place. Fire safety arrangements are to a very high standard and supported by stringent fire risk assessments. Care staff complete regular fire evacuation procedures, and the provider plans to replace several fire doors.

Leadership & Management — Excellent

Leaders promote a strong positive culture that is supportive, inclusive and respectful. We saw leaders act as visible role models. They set the strategic direction for the service and support the pace of change. Care staff promote a strong "can-do" culture by encouraging and supporting people to achieve their goals and aspirations. The service places a clear focus on supporting people to move towards independent living.

People, care staff and visiting professionals hold the manager in high regard. The manager is hands-on, visible and accessible to people, staff and visiting professionals. Professionals who know the service well told us, *"It's an excellent service, it's the first place I look for any vacancies"* and *"Communication is always very good".* The RI visits the service regularly and is well known to care staff, people and their representatives. Care staff gave excellent feedback about the manager and RI. Their comments include, *"They are so supportive"* and *"They are always there when we need them".*

Leaders involve commissioners, professionals, staff and people in extensive quality assurance processes. They use feedback to drive continuous improvement. Governance arrangements are robust and well embedded, including high-quality quarterly and six-monthly reports. These reports evidence the range of outcomes people achieve. The management team completes a broad range of detailed audits, identifies emerging issues early and addresses them promptly.

People achieve excellent outcomes because the provider ensures the service has enough skilled, knowledgeable and well-supported care staff. We found a consistent and experienced care staff team, with low turnover and no use of agency workers. Care staff receive extensive training that reflects the needs of people living at the service. The provider also supports care staff through highly effective, individualised supervision processes. Supervision focuses on care staff wellbeing and on how care staff support people's wellbeing. Communication is regular and effective through daily handovers, house meetings and staff team meetings. The manager continues to prioritise whole staff development and supports care staff to maintain and develop their knowledge and skills.

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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