



Inspection Report on

Trevelyan

Carmarthen

Date Inspection Completed

03/02/2025

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About Trevelyan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	15/06/2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People can be confident they receive an exceptional standard of care and support from care staff who are highly motivated, committed and have the necessary skills, experience and qualifications. Individuals receive a person-centred service, ensuring they live happy, healthy and independent lives. People have a strong voice within the service, and their views are listened to and acted upon.

The environment is safe, secure and well-maintained. Over the last couple of years refurbishment and decoration work including a new open plan kitchen/dining area, some new bathroom suites, new carpet and decoration have been completed.

Effective quality assurance processes are in place and the Responsible Individual (RI) has excellent oversight of the service ensuring people receive the best possible care and support. People and their representatives' views are important and contribute to the continual reviewing of standards of care provided

The RI provides very strong leadership skills and is committed to providing person centred care and recognizing and promoting people's individuality. People are supported and encouraged to set and achieve personal goals and outcomes and to be as independent as possible.

Well-being

People are very positive about the service and the support they receive. People have choice and control over their lives and plan their personal goals and develop their daily living skills and independence. People receive personalised support from an excellent provider which values quality, honesty and empowerment.

People have a very strong voice with regards to all aspects of their lives and are actively involved in their support arrangements.

People live independent lives and do the things that matter to them. They are supported and encouraged to improve their wellbeing and become more independent through planning and engaging in activities, daily tasks and accessing work/volunteering opportunities.

People's emotional wellbeing and health outcomes are enhanced through positive relationships with staff, friends and family. These relationships are valued, and people are supported to maintain these where appropriate. People told us they feel a valued part of their community, which has helped develop their confidence and independence and reduced the feelings of isolation.

People's dignity and respect is always maintained, and they receive appropriate, kind, and caring support from excellent care staff. We were told by care staff '*We focus on 'do with, not for'*' and this is the provider's ethos which was acknowledged in the services quality-of-care report completed by the RI and manager.

People are safe and protected from harm and abuse. Care staff receive safeguarding training and know the procedure to follow if they have any concerns. They would not hesitate in reporting any concerns to their manager and are confident that any issues would be addressed appropriately. General and individual risk assessments are undertaken to keep people as safe as possible whilst ensuring they continue to make their own decisions on matters that affect them.

People live in a home which best supports them to achieve their goals and support their wellbeing. Bedrooms are personalised and decorated to individuals own tastes, which are adapted to meet their needs. People are supported to improve their daily living skills. People feel confident and prepared for moving on from the service to independent living through the provision of a self-contained flat. People's wellbeing is promoted throughout the service.

Care and Support

People are very happy with the individualised care and support they receive. Personal plans are very person-centred, detailed and contain all the information required to enable care staff to meet the needs of people and support them to achieve their outcomes. People and their representatives where appropriate, are fully involved in creating and reviewing their personal plans. This includes considering whether people's personal outcomes and progress to independence are being met. People receive an outstanding level of care and support from care staff who are experienced and qualified to undertake their role.

The service employs a dedicated team of highly motivated and committed care staff, who have developed strong relationships with those they support. The care staff are well-informed about the individuals in their care and demonstrate empathy and patience in their approach. Care staff understand and can anticipate the changing care and support needs of individuals. People are supported and encouraged towards greater independence by making choices and working on daily goals. One person using the service said, *"They are helping me look for a place and it is no rush, they don't do things for me they support and remind me. Now I make and go to my appointments and cook. It's been really good"*

People decide how they spend their days and are supported in accessing both individual and group activities of their choice. Care staff assist people in engaging in voluntary work, which helps them progress towards greater independence.

People's physical health and wellbeing is promoted. People receive support to access health and social care professionals when needed. Care staff understand people's health conditions, and the support they require. They can promptly identify changes in people's health and encourage them to be as healthy as possible.

People are protected from harm and abuse. All staff have completed safeguarding training and are clear about their responsibility to report any concerns they have. Care staff have a good understanding of the safeguarding policy and procedure and stated they would feel confident reporting any concerns they have.

Medication is stored securely. Systems are in place for the safe management of medication within the service. People receive appropriate support with their medication, which helps to maintain their health.

Environment

The home is very welcoming, comfortable, clean and well-maintained. There is a spacious lounge area and enclosed garden space providing privacy. The kitchen and dining room is open plan and spacious, people told us it's a good space to socialise and chat with each other. The space enables people to achieve their personal outcomes, be independent and build daily living skills. The communal areas are a shared space that people feel comfortable in and are used in the way they want i.e. planned movies nights together, social time for coffee and chat. The communal areas have a family home feeling and reflect what people want the home to be.

People's bedrooms and en-suite facilities are decorated to their personal preferences, some have had new ensuites fitted. People told us "*The kitchen is much better now it's perfect*" and "*the kitchen before was rubbish but now it's amazing, we take it in turns to cook Sunday dinner for everyone*". Adaptations are made to people's rooms to support their independence, health and wellbeing. The communal bathroom has had a complete refurbishment and is clean, bright and relaxing. The laundry room is well-maintained and organised which supports people to develop and maintain independence.

The service has a self-contained flat which is used to support and build the confidence of individuals looking to move into more independent accommodation and moving on from the service. People are involved in improvements to the service through regular residents' meetings and opportunities to inform quality assurance processes. A person who uses the service told us '*I have come a long way, and they have helped me to do that. I am looking to move on now and they are supporting me to do this, always making sure I am happy and reminding me I am the important part in this and to be happy and not rush*'.

There are robust systems and oversight of health and safety in place maintaining a safe and secure environment for people at the service. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. People have Personal Emergency Evacuation Plans (PEEPs) in place.

The service has a current Food Standards Agency rating of 5 which means hygiene standards have been rated as very good.

Leadership and Management

The statement of purpose (SoP) is a true reflection of the high standard of service people receive. A written guide is available which gives accurate information about the service.

There are robust quality assurance arrangements in place, and strong oversight ensures a high-quality service. This enables people to achieve their best outcomes and improves their wellbeing. The RI visits the service and spends time talking to people. The most recent quality of care review identifies areas for development and improvement and uses the views of people to develop and improve the care and support provided. The service provided is underpinned by core values, operates smoothly and effectively, and the service is committed to supporting people to achieve their personal goals.

The manager is registered with Social Care Wales, the social care workforce regulator and has the relevant qualifications, skills and knowledge for the role. Care staff told us the manager knows people well and is committed to providing the best service, supporting people and the staff team to develop skills and confidence. The manager is supported closely by the deputy manager. The service is in regular communication with the responsible individual (RI). Care staff team meetings and residents' meetings are held regularly, which support the provision of excellent care. Care staff told us that the management team are approachable, and the door is always open for help or advice when required. A member of care staff told us *'The management is very good here; they listen but more important they hear what you say! Always there for support. I know I can be honest and give my opinion without it being an issue'*.

The service has a robust and safe system for recruiting staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales. Throughout our visit, we saw there was sufficient care staff on duty to support.

Care staff have access to a variety of mandatory and person specific/specialist training opportunities.

Care staff are provided with regular supervision and annual appraisals. We were told *"daily support is always here we don't have to wait for a meeting or supervision"*. A member of care staff told us *'I feel very supported, and I have been able to develop so much, the training is second to none and is key to what we do here. I know I have the information and knowledge to support our guys as they need me to'*. This has a positive impact on people using the service. Exemplary leadership ensures highly motivated and skilled care staff are developed at the service, ensuring the care and support provided to people remains at a high standard.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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Date Published 21/02/2025