



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Camlas



6 Llys Tawel, Ystradgynlais, Swansea, SA9 1BL



01639 849681



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

Date of Inspection: 08.06.2026

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:	8
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identified and meets the Welsh Language and cultural needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ty Camlas supports up to eight adults aged 18 and over living with complex mental health needs and learning disabilities. The service promotes holistic wellbeing and independence across Recovery Star domains, including health, daily living, relationships, identity, and resilience. It is in Ystradgynlais in Swansea.

People experience positive wellbeing outcomes through consistent, person-centred support from a skilled staff team, which promotes independence, choice and control while upholding individuals' rights.

Care and support is good, with evidence of a focus upon person centred practice. Personal plans reflect individual's needs, preferences and what matters to them, supported by effective risk assessments.

The home environment is warm, clean and homely and supports people's comfort and

independence. Safety checks are completed and bedrooms are personalised and meet people's needs.

Leadership and management is effective with the Responsible Individual (RI) demonstrating clear oversight and proactively identifying areas of improvement. Staff tell us they feel supported by the manager and the RI, are suitably trained to do their job and are supported by effective policies and safeguarding procedures.

Findings:



Well-being

Good

People are supported to achieve positive wellbeing outcomes, as staff understand and respond to their physical, mental, emotional, and social needs. We saw people have control over their day-to-day lives, with choice consistently promoted by staff. People choose when to see family and when to engage in social activities, in line with their preferences. They told us they feel supported to achieve what matters most to them and have positive relationships with staff. One person commented “*staff are helpful, they have helped me organise my life. I hope to progress and live back in the community independently*”. People’s representatives have good relationships with staff and are kept updated with all what is going on. They told us people are supported to stay active and do as much as they can for themselves and decisions made reflect people’s wishes and best interest. The manager told us people are supported to make informed decisions about their lives; they are encouraged to do what they can for themselves and are supported where needed. This is well evidenced in people’s records.

The service provider completes pre-admission assessments to ensure people’s needs can be met alongside those of others using the service. Information is gathered from people, their representatives, and relevant professionals. A visiting professional told us staff are proactive in making referrals to a range of healthcare services, including district nursing and community psychiatric teams when required and we saw people being supported to attend GP surgery for their health needs. Information is shared promptly and changes in health needs are reported in a timely manner.

People engage in meaningful activities at times which reflect their individual preferences and choices. Their emotional and psychological well-being is actively promoted, including support with managing day-to-day stress. We saw the service provider promotes an open, respectful and non-judgemental culture where people feel listened to, can express their preferences, and make choices that matter to them. People’s representatives told us care staff support people to express their preferences in a welcoming and non-judgemental environment. During the inspection, we saw people independently choosing activities, both individually and in pairs. We noted some chose to go out as part of their planned activities participating in everyday activities, including shopping and accessing community facilities. This approach enables people to exercise greater choice and control over their daily lives.

People's routines and personal choices are respected. Where people are subject to Deprivation of Liberty Safeguards (DoLS), these are legally authorised, regularly reviewed and remain the least restrictive option to keep people safe, demonstrating a strong commitment to upholding people's rights.

We found systems and practices in place which help to protect people from harm and neglect. We saw measures in place to support people's safety within the home. Positive risk-taking is encouraged and supported through effective risk assessments and personalised plans, promoting independence and informed choice. Systems are in place to identify and address risks promptly and safeguarding policies and procedures help ensure people's ongoing protection.



Care & Support

Good

People receive person-centred care and support which promotes their rights, wellbeing and aspirations. People are actively involved in planning and reviewing their care and support, they are encouraged to contribute to decisions which affect their lives. Where people do not have immediate family involvement, the service works closely with relevant professionals and advocates to ensure their views, wishes and preferences are understood and represented. Care records show a clear understanding of people's individual needs and goals. Risk assessments and Mental Health Capacity Act (MHCA) documentation is detailed, specific and tailored to the individual, clearly identifying strengths, risks and support needs. Records are regularly reviewed, ensuring information remains accurate, current and responsive to changing needs.

Care and support plans contain up-to-date information and are written in a respectful and dignified manner. Records and discussions with staff demonstrate a focus on person-centred approaches designed to promote positive outcomes for people. Plans provide clear guidance for staff and reflect a consistent approach to supporting people. The effectiveness of this approach is demonstrated by no recent incidents. The registered manager and staff know people well, describing their needs, preferences, progress and goals. There is a clear focus on promoting personal development, independence and progression, enabling people to achieve outcomes which are meaningful to them. We saw people receive appropriate emotional and physical support when required. People were supported to attend GP surgery for their health needs and we saw positive, timely actions taken by staff and respectful interactions between staff and people.

Multi-disciplinary working is a notable strength of the service. Regular meetings with health and social care professionals help ensure a coordinated approach to care and provide opportunities to review people's progress. Medication management systems are in place, with appropriate oversight and safe storage arrangements. Best Interest processes are followed in accordance with relevant legislation and guidance. The service has established strong and effective relationships with healthcare professionals, supporting positive outcomes for people.

People benefit from a stable and consistent staff team who know them well and have developed positive, trusting relationships with them. This continuity of care enables staff to provide personalised support which reflects individual preferences and needs. We observed a warm and homely atmosphere throughout the service, where people were treated with dignity, respect and kindness.



Environment

Good

The home environment is safe, warm, comfortable, and meets the needs of people living at Ty Camlas. The service is welcoming and promotes people's comfort and overall wellbeing. Staff respect people's privacy and dignity, supporting independence while maintaining personal space. We saw practices which promote people's dignity, privacy and choice. The environment is well maintained, with regular checks, servicing, and repairs undertaken to promote safety. Good hygiene standards are maintained throughout the home, with infection prevention and control supplies readily available. Access arrangements enable people to move freely in and out or within the home, supporting autonomy and minimising unnecessary restrictions. Visitor procedures are robust, with all visitors required to sign in and present identification before admission.

Communal areas support independence and encourage social interaction. During the inspection, we saw people planning a community-based activity. The atmosphere was relaxed, friendly, and sociable, with people appearing comfortable and engaging positively with both staff and each other. People can access the local community using their own vehicles when required, which promotes independence and choice. Bedrooms are personalised and equipped to meet people's assessed needs. Communal areas are clean, and furniture is well maintained and in good condition. People also have access to the garden; however, some minor maintenance work is required in the upper garden area, and major works is planned for the front of the home. In addition, there are plans to strengthen and further develop the activity room and people are involved in redesigning this room.

Food hygiene practices are well established and are reflected in the food hygiene rating of 4, indicating appropriate standards are being maintained to support the safety and wellbeing of people using the service. We saw people are supported to maintain a healthy lifestyle, promoting sugar free drinks and balanced diets to support health outcomes. Staff demonstrate good knowledge of safe practices, including appropriate use of personal protective equipment (PPE), with systems in place to monitor supplies and minimise risk. The service provider ensures the premises comply with relevant legislation and guidance. Health and safety systems are robust, including fire risk assessments, secure storage of hazardous substances and water safety checks such as legionella monitoring. Gas and electrical testing is completed within required timescales. Fire safety is managed, with regular drills and clear Personal Emergency Evacuation Plans (PEEPs) to support safe evacuation in an emergency.



Leadership & Management

Good

People benefit from strong, visible and effective leadership underpinned by robust governance arrangements which promote a positive, compassionate and person-centred culture. Leaders set clear expectations, foster accountability and demonstrate a sustained commitment to improving outcomes for people. We found evidence of consistent management oversight through audits, quality assurance activity and regular RI visits. The RI maintains effective oversight through regular three-monthly visits, incorporating feedback from people and staff. The provider also actively considers feedback from family members through meetings, ensuring views directly inform service development. People's representatives we spoke with say they feel supported by the manager and the leadership team through regular open communication, meetings and being approachable and responsive to concerns.

Staff told us the leadership team is visible and approachable, with an open-door policy. Governance and quality assurance processes demonstrate a focus on continuous improvement. We saw governance systems effectively monitor standards, drive continuous improvement and ensure care remains aligned with people's wishes and preferences. A detailed and analytical Quality of Care report meets regulatory requirements and provides a comprehensive review of service performance. The manager undertakes structured audits which consistently identify areas for improvement and inform timely action. Supervision records confirm prompt responses to audit findings, demonstrating proactive and effective leadership. The provider responds proactively to newly identified risks, including those not previously anticipated in care planning, and uses learning from incidents to strengthen care plans and enhance people's safety, dignity and wellbeing.

The service demonstrates strong leadership, skilled practice and a clear commitment to achieving positive outcomes for people. Policies and procedures are current, regularly reviewed and reflect relevant legislation, guidance and best practice. Leaders ensure these are accessible and embedded in practice through supervision, training and team meetings, promoting consistency, accountability and good standards of care. The provider is committed to maintaining a skilled and well-supported workforce. All care staff are registered with Social Care Wales, the work force regulator and meet required qualification standards. Recruitment and vetting processes are effective, with timely Disclosure and Barring Service (DBS) renewals. Induction and development processes are evident. Staff report feeling well supported through regular supervision, appraisal and a stable working environment, which promotes retention and morale.

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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