Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Accomplish Supported Living - Swansea.

Systems House, Garngoch Industrial Estate, Phoenix Way, Swansea, SA4 9WF

02920 837470

The inspection visits for this service took place between 10/03/2026 and 12/03/2026

Service Information:

Operated by:	Accomplish Group Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
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	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Accomplish Supported Living – Swansea is a domiciliary support service that operates in West Glamorgan. The service provides care to people living in their own homes and in supported living services that are permanently staffed. After operating from a temporary office, the service is due to move into a new office in Llansamlet, Swansea, which has its own training facilities.

People receive care which promotes good health and well-being. Care staff encourage people to engage in meaningful activities, stay connected with others and maintain a healthy, active lifestyle. People are supported to be as independent as possible and to take up new opportunities that will develop their work and life skills. The service produces high quality personal plans which outline in detail who people are and how care staff can safely support them to achieve their desired goals.

The service is managed well. Despite ongoing changes in management, the Responsible Individual (RI) ensures there are suitably experienced managers in post to oversee day-to-day operations, with the support of senior support workers. The RI also plays an active role in service delivery to help maintain high standards. The service has a stable team of staff to provide good continuity of care. The staff team share and are inspired by the ethos embedded throughout the service, which is to put people at the heart of all decision making.

Findings:

Well-being — Good

The service provides effective support to enhance people's well-being and help them achieve personal goals. Care staff are proud of the progress people have made, which includes taking up voluntary work, adjusting to changes in routine and exploring new activities. We saw people doing activities based on their interests. They appeared to have fun as they responded positively to praise and instruction from care staff. People also have regular opportunities to spend time in the community, often going out for walks or visiting places of interest. People's voices are captured within care records, demonstrating their influence over their daily activities, care and support. People are prompted to do as much for themselves as possible, in line with personal plans. Care staff support them to access medical and specialist services when needed, to promote their continued health and well-being.

People's communication needs are recognised and understood. Personal plans outline in depth how to effectively communicate with people so they can make decisions for themselves and express their wishes and feelings. Care staff use various methods of communication, including social stories, to help people understand situations and what is expected of them. They also use a reassuring, gentle tone to put people at ease and respond confidently to body language cues. There is no current demand for a service in Welsh, although Welsh language ability is considered during staff recruitment procedures. The service has arranged culture days for staff to raise awareness around how different cultures can impact people's daily lives.

The service has clear strategies for managing risks to people's safety. Detailed risk management plans identify how care staff can safely support people. Care staff understand how to create the right environment, so people feel safe and comfortable. They also take appropriate action to minimise risks and prioritise people's well-being when faced with challenging situations. The service has clear safeguarding and whistleblowing policies, which are understood by staff. Staff are required to complete safeguarding training and regularly discuss safeguarding procedures.

People build healthy relationships and keep in touch with family and friends. Care staff work in partnership with families to arrange visits and outings. This is so people are adequately prepared and the time they spend together is meaningful and mutually beneficial. Care staff also support people's longstanding social arrangements so they can stay connected with friends. We found that people's relationships with care staff enhance their well-being. Care staff anticipate what people need and provide support in a calm, confident way that lifts their spirits. People show fondness towards care staff and respond positively when given support and direction.

Care & Support — Good

The service develops comprehensive personal plans which reflect who people are and what they want to achieve from the service. Personal plans undergo regular review to ensure they remain suitable. They contain detailed information regarding people's backgrounds, care needs and preferences. This helps care staff understand what is important to people and how best to support them. New care staff are given time to familiarise themselves with personal plans, get to know people and observe how they are cared for. This supports with developing healthy relationships. Risks to people's safety and well-being are clearly highlighted and actions to mitigate these are set out within bespoke support strategies. Care staff maintain good quality records of the care and support they provide, which is consistent with what is outlined within personal plans. Managers regularly remind care staff to keep meaningful records that fully capture people's experiences.

People are supported to remain healthy. Personal plans identify how care staff should cater for people's physical and mental health needs. Care staff monitor how people are and work closely with care teams and health services when there are concerns. This is to ensure people continue to receive the best possible care. People are encouraged to keep active and to lead a healthy, independent lifestyle. People's own abilities are reflected within personal plans and records confirm that care staff encourage them to complete activities of daily living. Regular exercise is also promoted, with people being supported to do physical activities they enjoy, such as going to the gym and swimming. Staff told us people's health has improved since receiving a service due to their improved diet and lifestyle.

The service has very organised systems for managing medication. People are supported to take their prescribed medication, as outlined within personal plans. Care staff who administer medication are required to complete training and annual competency assessments. They maintain clear records in relation to medication administration and carry out frequent stock checks, so any discrepancies can be explored and acted upon quickly. Individual medication files contain useful information to assist staff in their duties, including people's administration preferences, 'as required' protocols and medication information leaflets. A copy of the service's medication policy is also available for easy reference.

People's risk of infection is minimised through good hygiene practices. Records show that care staff support people to maintain a clean and hygienic environment, which we observed during visits. Care staff seek medical advice when people display signs of infection and ensure they receive any prescribed treatment. Records show that care staff complete training in relation to food hygiene and infection control.

Leadership & Management — Good

There are ongoing changes to the management of the service, although a regional manager and peripatetic manager are providing appropriate oversight. There are also two senior support workers to offer additional stability to the staff team. The RI is visible, approachable and available to support operations, so the service continues to meet expected standards. Staff at all levels feel their views and ideas are respected and the support they receive is of a high quality. Feedback we received includes *"It's a lovely company"* and *"They've been amazing… [They] understand that to keep staff they have to look after them"*.

There are robust systems in place to monitor the quality of the service. These include audits by the regional manager, six-monthly quality-of-care reviews and quarterly RI visits. Reports show that people have positive experiences, with families and other stakeholders consistently rating the service as 'good' or 'outstanding'. There have also been improvements in relation to the experiences of staff. The RI sets actions to improve the service following visits and reviews. The reports completed by the RI do not reflect on the experiences of people receiving targeted support in their own homes, which we were assured would be addressed in future reports.

The staff team has been strengthened after the successful recruitment of new, experienced care staff and the appointment of a second senior support worker. Care staff are allocated to work in given areas, allowing them to provide good continuity of care to the same group of people. Records confirm that staff go through a robust recruitment and vetting process before employment, with Disclosure and Barring Service (DBS) checks being renewed every three years. The service provides a comprehensive induction and training programme. One staff member said, *"I found it an amazing process coming to Accomplish – the training here is really in depth"*. New staff receive monthly supervision to help them settle into their roles.

There is a positive working culture within the service which keeps staff motivated. Staff feel part of a strong team that is committed to putting people first; a value embedded across the organisation and reflected in the approach taken by the RI and senior management team. One staff member said, *"The teamwork within this service is fantastic"*. The service provides mandatory and specialist training relevant to people's needs, with courses being delivered online and in person. Staff attend monthly meetings to reflect on people's experiences and consider how these might be improved. Records from team meetings do not reflect on the service being provided to people receiving targeted support, which the RI will address. Staff find supervision meetings and appraisals useful for reflecting on their performance and development. Data shows that training and supervision compliance has recently dipped, although this is being addressed with closer management oversight.

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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