



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Garthowen



Garthowen, Llandysul, SA44 4UD



01545590469



www.achievetogether.co.uk

Date(s) of inspection visit(s): 30/07/2025, 31/07/2025, 18/08/2025

Service Information:

Operated by:	Achieve together 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 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



Environment

Good



Leadership & Management

Good

Summary:

Garthowen is a residential care home in Llandysul. Well-being is rated as good because people receive a service that enables them to achieve their health and well-being outcomes. People have developed very positive relationships with the familiar and caring staff. Care and support is rated as good because people are safe, they supported by a team of professional and friendly support workers. Staff are guided by accurate and highly individualised personal plans that enable them to meet people's needs. The environment is rated as good because people are comfortable and relaxed in the home. Support workers are positive about the improvements made to the building and are looking forward to further developments. Leadership and management is rated as good because the provider has good oversight of the service. The manager has created a friendly and family culture and support workers enable people to achieve positive well-being outcomes.

Findings:



Well-being

Good

People are actively supported to be involved in decisions that affect them, they are treated with dignity and respect. They are supported to identify their health and well-being outcomes. Support workers told us, *“I love it here, the people we support, colleagues and we really have fun”* and *“The people are brilliant to work with so much fun”*.

The provider supports people to access experiences that improve their quality of life that helps them achieve their well-being outcomes. People take part in planned activities, peruse their hobbies/interests and enjoy trips out to their local community.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are mechanisms in place to ensure that every voice is heard and respected because people are actively encouraged to provide their opinions and feedback by the provider.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and understand the importance they hold in people's lives.

People live in accommodation that supports them to achieve positive outcomes. The layout and quality of the furnishings and fixtures meets people's needs. People and staff are happy with the developments made to the environment and are looking forward to the next phase of improvements.



Care & Support

Good

People are at the heart of the service and receive individualised care and support that meets their needs. We observed many positive, familiar and friendly interactions during the inspection and were told about a wide variety of outcomes that people have achieved.

People experience good quality care because there is a clear process in place before the manager agrees to provide the service. The detailed assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

People are actively involved as much as possible in the service they receive. The plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider. The accurate personal plans outline how staff should support people to achieve their well-being outcomes. Plans are strengths based, highlight what people are good at, include their preferences, routines and beliefs.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the culture in the service. This is reflected in people's individual plans.

The service offers people individualised activities to ensure they have different opportunities to reach their potential. People engage in pastimes, such as selecting meals, enjoy planned activities and are active members of their local community. We saw photographs of people going to the pub, eating out, 10-pin bowling and visiting local attractions.

People experience care and support that is dignified and respectful. People have positive interactions with each other and the staff team. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

The provider has upgraded the majority of the communal areas of the home and are in the process of decorating people's rooms. The conservatory roof has been replaced and a new boiler installed. The gardens have been improved, the window replacement programme is due to begin before the building is painted. People and their support workers have been fully involved in the planning of this work.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation.

Safety is a key consideration; the design of the building ensures people can access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



The provider oversees the quality of care through a thorough and effective auditing processes. Information gathered from survey guides quality review reports and improvement plans.

The RI is well known and visits the service regularly. Feedback from people and staff is encouraged by them when assessing the quality of the service and to consider any improvements. People and their support workers are actively encouraged to talk to the RI about their experiences of the service.

The manager has created an extremely positive and person focused culture that enables people to live as well as possible. Staff told us the manager is accessible and supportive and focused on providing the best service possible for people. A support worker told us, *"It's so homely here and centred around the guys"*.

The provider makes sure there are enough qualified and trained staff to help people reach their personal goals and deliver quality care and support. Staff have regular one-on-one supervision sessions with their line manager at least quarterly to provide feedback and identify training needs. However, they highlight the accessibility and support of their manager. A support worker told us, *"It's a job where you never dread coming into work"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Care workers are positive about the in-depth induction that prepares them for their new role.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their manager and are confident to report concerns if needed.

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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