



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cartref Celtaidd



Swansea



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The inspection visits for this service took place between 24/03/2026 and 25/03/2026

Service Information:

Operated by:	Celtic Care (Swansea) 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:	3
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Wellbeing is excellent at Cartref Celtaidd, where people report feeling happy, safe, and in control. Individuals describe it as a “*great*” and “*happy home*,” and relatives consistently express high satisfaction, praising the nurturing atmosphere and strong focus on independence. People enjoy meaningful activities, maintain relationships, and are supported to pursue hobbies and community involvement.

Care and support are rated as good, with person-centred, effective practices. Care plans are detailed, current, and reflect personal outcomes, risks, and communication needs. Health needs are well monitored, with timely referrals. Medication management is safe.

The environment is good—clean, safe, homely, and recently refurbished. Bedrooms are personalised, communal areas well maintained, and outdoor spaces secure and accessible. Infection control is strong. Leadership and management are rated as good. Staff feel valued and well supported through regular supervision, and quality assurance processes are robust. Relatives describe management as approachable, responsive, and highly communicative. Overall, Cartref Celtaidd provides safe, consistent, person-centred care with positive outcomes.

Findings:



Well-being

Excellent

People living at Cartref Celtaidd experience high levels of well-being and are supported to live meaningful, fulfilling lives that reflect what matters most to them. Individuals spoke positively about their home, describing it as “*wonderful*,” “*the best*,” and a place where they feel happy, settled and valued. These views were echoed by relatives, who described a service that genuinely promotes independence, choice and respect. Staff demonstrate a strong understanding of people’s individual preferences, communication needs and life histories. This knowledge enables them to provide personalised and responsive support that maximises autonomy, builds confidence and ensures people are actively involved in decisions about their daily lives and future aspirations.

People feel safe, secure and confident in those who support them. Individuals told us they “*feel safe living here*,” and relatives expressed high levels of trust in staff, describing care that is compassionate, respectful and dignified. A strong safeguarding culture is embedded throughout the service. Staff were able to clearly explain their safeguarding responsibilities and demonstrated confidence in recognising, reporting and responding to concerns. Safeguarding training is comprehensive and regularly refreshed, supporting staff to remain vigilant. Pre-inspection checks identified no safeguarding concerns or unmet regulatory requirements, providing further assurance that effective systems are in place to protect people from abuse or neglect.

Where people choose to take positive risks to maintain or increase their independence, staff work collaboratively with them and, where appropriate, their families or representatives. Risk management approaches are personalised, proportionate and reviewed regularly, ensuring people are supported to achieve their goals safely without unnecessary restriction. Systems are also in place to support people to manage aspects of their finances, with a focus on promoting independence while applying appropriate safeguards to protect people’s financial well-being.

People benefit from warm, trusting and meaningful relationships with staff and with each other. Interactions observed during the inspection were kind, patient and respectful, contributing to a calm, welcoming and inclusive atmosphere. A visiting professional described the service as “*homely and inviting*,” highlighting the strength of relationships and the evident happiness and well-being of residents.

Relationships with family and friends are actively encouraged and maintained. The physical environment is clean, welcoming and personalised, with people meaningfully involved in decisions about their living spaces. Strong leadership and effective quality assurance systems underpin a clear commitment to continuous improvement and the sustained delivery of high-quality care.



Care & Support

Good

People receive good-quality, person-centred care that supports them to achieve positive personal outcomes. They feel safe, well supported, and involved in decisions that matter to them. Feedback from individuals, relatives, and visiting professionals highlights a warm, nurturing service.

Care planning is thorough, up to date, and reflects each person's preferences, needs, and aspirations. Case-tracked files were compliant and well organised, containing assessments, "About Me" profiles, communication passports, and risk assessments. People reported having control over their daily lives and spoke positively about their experiences, describing the home as a happy and supportive place. Relatives confirmed that their family members lead meaningful, fulfilling lives.

Staff promote independence and support people to pursue personal interests and community activities. People maintain important relationships and value the opportunities provided. Safeguarding arrangements are robust, with clear policies, trained staff, and a strong understanding of responsibilities. Individuals consistently reported feeling safe, and relatives expressed high levels of confidence in the service.

A recent fall incident was managed promptly and appropriately, with updated risk assessments and all necessary notifications completed.

Health needs are monitored effectively through timely referrals, regular appointments, and good communication with external professionals. Staff follow specialist advice, and health records are well maintained. People are supported to eat and drink well, with meal choices, healthy options, and appropriate monitoring where required. The service promotes exercise, hobbies, and other activities that enhance well-being.

Medication management is safe and effective. MAR charts are accurate, storage is appropriate, and audits revealed no major risks. Staff receive relevant training, and oversight is strong. The only improvement identified relates to ensuring two signatures when medication is returned or destroyed.

Infection prevention and control practices are good. Staff follow PHW guidance, PPE is accessible, and the environment is clean and well maintained. Waste disposal processes are appropriate, and staff demonstrate adequate infection control knowledge.

Overall, people receive reliable, person-centred support that promotes independence, safety, and well-being. Strong feedback from individuals and relatives reflects a caring culture that listens, respects, and supports people to live meaningful lives. Minor improvements do not detract from the positive outcomes achieved.



Environment

Good

People benefit from living in an environment that is safe, comfortable and well maintained. During our visit, both indoor and outdoor areas were observed to be in good condition, with the accommodation presented to a high standard. The rear garden is secure and attractively laid out, providing meaningful outdoor space with seating and areas of interest. We also saw evidence of residents' involvement in gardening activities, which contributes positively to their well-being. Internally, communal areas have been recently updated, with décor and furnishings chosen by residents. These areas offer spaces for communal engagement as well as opportunities for quiet time.

Bedrooms viewed were clean, personalised and reflective of the individuality of the people living at the service. Walkways were clear of hazards, window restrictors were in place, and temperatures were comfortable throughout. People told us they are happy with their rooms and the wider environment. One person said, *"I like living here, it's great,"* while another described it as a *"happy home."* A relative commented that the home appears "clean, safe and comfortable" during visits.

A visiting professional previously noted that the home "creates a homely and inviting environment," adding that people living there *"have choice, a meaningful life and opportunities to enhance their independence."*

The service demonstrates strong compliance with health and safety requirements. Fire safety systems, including alarms, emergency lighting and extinguishers, are routinely tested and maintained. Records were available and up to date. Escape routes were free from obstruction and safety equipment was in good working order.

Infection control arrangements are effective. Cleaning is undertaken collaboratively by staff supporting residents, and all staff confirmed they receive training in infection prevention and control. Waste disposal arrangements, including clinical waste, were appropriate, and items which could be harmful to health and safety were stored securely. Outdoor waste areas were tidy and well organised.

A minor environmental issue noted at the previous inspection (carpet lifting at a doorway) has been addressed. Refurbishment work is ongoing, including the ground floor bathroom, which the provider is updating to meet people's needs.

Overall, the environment supports people's well-being, independence and safety. The service is compliant with both lines of enquiry: premises and equipment are suitable and well maintained, and health and safety risks are effectively identified and managed.



Leadership & Management

Good

Leadership and management at Cartref Celtaidd remain consistently strong, with clear evidence of effective oversight, stable staffing, and a culture that promotes positive outcomes for people. All four lines of enquiry—governance, quality assurance, financial sustainability, and staffing—are met to a good standard.

The service has well-established governance arrangements that support safe, person-centred practice. Policies and procedures are up to date and accessible to staff, who demonstrate a clear understanding of roles and responsibilities. Safeguarding practices are embedded, with staff confident in raising concerns and aware of whistleblowing routes. Relatives describe management as *“approachable,” “responsive,”* and *“excellent,”* noting the team’s compassionate handling of sensitive situations, such as bereavement. Staff describe a positive workplace culture, calling the team *“hard working”* with strong managerial support.

Quality assurance processes are robust. The provider conducts regular audits across core areas including medication, care planning, health and safety, and staff development. Responsible Individual (RI) visit reports and Quality of Care Review reports are completed and demonstrate reflective oversight and service improvement. The provider is enhancing quality monitoring further through the rollout of digital systems such as ViClarity and Caresys, improving thematic analysis and remote assurance. Evidence shows continuous improvements being implemented, including environmental upgrades, strengthened communication tools, and ongoing staff training. Staff confirm supervisions and appraisals are regular, meaningful, and supportive.

The service demonstrates sound financial management with clear investment plans. Planned improvements include bathroom refurbishment, enhanced garden accessibility, and kitchen upgrades. The home is well maintained, with no signs of resource shortages or deferred maintenance. Relatives positively noted ongoing improvements to the environment and expressed confidence in the provider’s commitment to sustaining a high-quality service.

People benefit from a stable, well-trained and motivated staff team. Recruitment records meet regulatory requirements, and staff receive regular supervisions, appraisals, and mandatory and specialist training. Staff feedback is overwhelmingly positive, with comments including *“I feel valued,” “excellent support,”* and *“I would recommend working here.”* Observations during the inspection reflected warm, respectful interactions and good morale. Staffing levels meet the needs of individuals, though minor improvements to rota consistency would help ensure full alignment with the Statement of Purpose.

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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