



## Calon Celtaidd



Port Talbot



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The inspection visit took place on 22/04/2026

## 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:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

## Summary:

Wellbeing is good because people experience positive wellbeing outcomes, with strong evidence of person-centred care, meaningful activity, and support to maintain relationships and community links. Individuals are supported to make choices, maintain independence, and engage in activities which promote quality of life. Feedback from relatives and staff is consistently positive.”

Care and support is good because arrangements are effective, with appropriate safeguarding, health monitoring, and medication systems in place. Staff demonstrate good knowledge and are supported through training, supervision, and strong leadership oversight. Leadership and management is good because governance systems are established and improving, including the use of electronic auditing tools to strengthen quality assurance.

The environment is rated good because it is generally clean, homely and personalised. Overall, the service provides safe, responsive and person-centred care, supported by a stable and confident staff team, with clear strengths in wellbeing and leadership, and a good environment for people to live in.

## Findings:



### Well-being

Good

People living at the service experience positive wellbeing outcomes, underpinned by a strong person-centred approach to care and support. People are actively involved in decisions about their daily lives, with their views listened to and respected. Support arrangements promote independence, including opportunities for people to manage aspects of their own finances and daily routines wherever possible. Feedback from relatives highlights the quality of life experienced, with one describing their family member as having “*an amazing life*” and another noting they live a “*really full life*,” demonstrating meaningful choice and control.

Safeguarding arrangements are robust, with systems in place to ensure people are protected from harm. Risks are appropriately identified and managed, with no evidence of ongoing safeguarding concerns. Relatives expressed confidence in the service, indicating communication is consistent and staff respond effectively to people’s needs. This provides reassurance people not only are safe but also feel secure in their environment.

People are supported to develop and maintain important relationships and to remain connected to their communities. There is clear evidence of regular contact with family and friends, alongside opportunities for social activities and outings which promote inclusion. Innovative approaches are used to enhance engagement, including personalised audio resources featuring the voices of family members, which support communication and emotional wellbeing, particularly for people with more complex needs. Feedback reflects the positive impact of this approach, with people described as happy and staff recognised for going “*over and above*” in their support.

The living environment further supports people’s wellbeing. Accommodation is personalised and equipped to meet individual needs, with appropriate use of assistive technology and sensory resources. The service is described as clean and homely, contributing to a comfortable and supportive atmosphere. Consideration is given to cultural and language needs, with the promotion of the Welsh language through signage and staff development. Overall, people appear settled, content, and well cared for within an environment that reflects their preferences and promotes their identity.

In summary, the service demonstrates strong performance across all aspects of wellbeing. People benefit from high-quality, person-centred care which promotes independence, safety, meaningful relationships, and a sense of belonging, resulting in consistently positive outcomes and experiences.



## Care & Support

Good

People receive individualised, person-centred care which reflects their needs, preferences and communication styles. Care plans are detailed, regularly reviewed and informed by input from families and professionals. Staff demonstrate a good understanding of people's histories, routines and sensory needs, enabling care to be delivered in a consistent and meaningful way.

Observations showed calm, respectful interactions, with staff promoting choice throughout the day.

People appear settled, comfortable and engaged in activities which are meaningful to them, supporting emotional wellbeing and a sense of identity. Relatives reported their family members are "*happy, well cared for and understood,*" with one noting staff "*know them really well.*"

Personal care is provided with dignity and compassion, in line with personal plans. People are supported to maintain their independence wherever possible, with staff encouraging participation in daily routines at a pace suited to each person. Communication aids, sensory approaches and adaptive equipment are used effectively to support understanding and reduce anxiety. People experience respectful, consistent care which promotes comfort, confidence and emotional security. Families described care as "*kind and patient*" and said staff are responsive to changes in mood or health.

Safeguarding arrangements are robust and embedded in practice. Staff are trained and knowledgeable about safeguarding procedures and know how to recognise and report concerns.

Risk assessments and positive behaviour approaches are used to support people safely, with restrictive practices only considered as a last resort and reviewed appropriately. People are protected from harm and supported in ways that respect their rights and individual needs.

People's health needs are well managed, with timely access to GPs, specialists and therapists. Health action plans are in place and staff consistently support appointments, medication administration and monitoring of health conditions. Multi-disciplinary working is evident and responsive. Health needs are identified early and managed effectively, contributing to stability and improved quality of life.

Care and support is good. Care is highly personalised, compassionate and safe, with strong evidence of positive outcomes for people and high levels of satisfaction expressed by families.



## Environment

Good

People live in accommodation which is safe, clean and personalised, supporting their dignity and day-to-day wellbeing. Internal areas are generally well maintained and homely, with recent redecoration noted in communal lounges. Bedrooms are individualised, clean and appropriately equipped to meet people's assessed needs, including the use of specialist equipment and personalised sensory items. We observed good practice in the use of 'Tonieboxes,' with family members' recorded voices and music supporting emotional regulation, reassurance and communication for people with complex and profound learning disabilities.

The service benefits from well-maintained indoor spaces which promote comfort, routine and familiarity. Communal areas are accessible and encourage social interaction, while quieter spaces allow privacy when preferred. People's wellbeing is enhanced by a calm, settled indoor environment that reflects their preferences and sensory needs.

However, the rear garden is becoming largely inaccessible for wheelchair users, with raised planting beds and fencing in disrepair. This limits opportunities for people to enjoy meaningful outdoor activity, fresh air and nature, possibly impacting full use of the environment to support wellbeing. The provider and Responsible Individual have acknowledged this and confirmed planned investment to address this as a matter of priority.

Indoors, people benefit from a comfortable, personalised and sensory-aware environment which supports communication, reduces anxiety and promotes emotional wellbeing. Relatives consistently reported the home feels "*clean, safe and comfortable*" and the environment supports their family members' wellbeing.

Health and safety arrangements are effective and well managed. Fire safety systems, evacuation planning, harmful substances storage, waste management and infection-prevention measures are in place and monitored. Maintenance systems, including electronic oversight, provide assurance risks are identified and addressed promptly. The building is warm, secure and clean, and people are protected from avoidable environmental risks. People live in surroundings which are safe and hygienic, supporting their health, dignity and sense of security.

The environment theme is good. Internal spaces are safe, personalised and supportive of people's wellbeing, with clear positive impact on comfort and emotional security.



## Leadership & Management

Good

Leadership arrangements are effective and support people to achieve positive outcomes. There are clear lines of accountability between the manager, Responsible Individual (RI) and provider, with regular RI statutory visits and six-monthly quality reviews. These arrangements provide assurance risks are identified, oversight is active and issues are escalated appropriately. Leadership is visible and confident, and governance has strengthened since the previous inspection, supporting consistency and stability for people living at the service.

People benefit from a settled, well-led service where care is reliable, risks are managed and individual needs are prioritised. External professionals described the service as well run, with people presenting as happy, settled and engaged in meaningful activities.

The service has robust quality-assurance processes, including audits, provider reviews and feedback mechanisms involving people, relatives, staff and professionals. Recent improvements include the introduction of electronic systems to strengthen oversight, thematic analysis and remote assurance. While some systems are newly embedded, leadership demonstrates insight, reflective practice and clear action planning where minor gaps are identified.

Effective monitoring supports safe care delivery, timely improvements and learning from feedback. This contributes to consistent care, good risk management and improved experiences for people using the service.

Staffing levels are needs-led and sufficient to meet individuals' complex needs, with consistent rotas promoting continuity of care. Recruitment, vetting, supervision and appraisal processes are compliant and well monitored. Training compliance is high, with most staff up to date in mandatory and specialist training relevant to people's needs. Supervisions and team meetings are used effectively to support reflective practice and reinforce safe standards of care.

Staff consistently report feeling valued, supported and confident. Management is described as approachable and hands-on, with strong teamwork and good opportunities for learning and development. All staff stated they would recommend both working at the service and the service itself.

Leadership promotes an open, inclusive and supportive culture. Staff feel confident to raise concerns, and whistleblowing and complaints processes are understood and used appropriately. Financial oversight and planned investment demonstrate commitment to sustainability, with ongoing and future improvements aligned to people's wellbeing outcomes.

Leadership and management is good. Governance is effective and improving, staff are well supported, and quality-assurance arrangements are driving continuous improvement, resulting in positive and consistent outcomes for people.

## 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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