



The White House



The White House, Briary Way, Bridgend, CF31 2PT



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

The inspection visit took place on 26/09/2025

Service Information:

Operated by:	Homestyle Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

The White House is a residential home for adults requiring care and support and can accommodate up to 7 people. It is located in a residential area of Brackla Bridgend and is set in its own grounds.

People living at The White House receive an excellent standard of care and support delivered by a consistent team of kind, considerate care staff. The staff team know the people they support well and treat them with dignity and respect. Personal plans are outcome focused and detail the best ways of supporting people. Arrangements are in place to ensure people's rights are promoted and they are supported in the least restrictive way. The service has very strong links with health and social care professionals and referrals are made in a timely manner. Medication management arrangements are robust enabling people to receive their medication as prescribed. People participate in activities of their choice which helps enhance their overall well-being. The environment overall is excellent. People live in a clean and safe environment which is suitable for their needs and promotes independence. The leadership and management of the service is excellent. The service is very well-led and has an extremely positive culture of promoting the well-being of both the people it supports, and its staff.

Findings:



Well-being

Excellent

People are treated with dignity and respect. During the inspection, we observed care staff engaging with individuals in a friendly and caring manner, attentively observing their behaviour and responding appropriately. Care staff appear to know the people they support well and are familiar with their daily routines. People are involved in decisions about their care and support, with their preferences considered and adhered to in daily routines. The service excels in helping people achieve their goals, with many examples of exceptional support that have greatly improved their lives. Personal plans are tailored to each person and reflect their choices and how to maintain their safety.

The service promotes people's physical and mental well-being. Pre-admission assessments take place prior to admission to The White House to ensure people's needs can be met correctly. Personal plans of care focus on individual needs, goals and well-being outcomes and contain individual preferences, likes and dislikes. There is a homely atmosphere that gives people a sense of belonging. Care staff have a good understanding of people's needs. They encourage people to maintain a healthy, varied diet and act upon any health concerns. Safe medication systems ensure people consistently receive their prescribed medicines. Care staff have access to accurate, up to date guidance for meeting people's care and support needs. Records show people receive care in line with their personal plans.

People are safeguarded from abuse and neglect. Care staff receive safeguarding training and are aware of the procedures for reporting concerns. A safeguarding policy is in place and aligned with current statutory guidance, supporting care staff to respond appropriately when issues arise. Risks to people's health and safety are assessed and managed effectively, helping to promote people's well-being. Policies and procedures for complaints and whistleblowing are accessible. Risk assessments highlighting areas of concern are completed and regularly reviewed. There are measures in place to ensure medication is safely stored and administered.

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is ongoing refurbishment. Throughout our inspection, there was a relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service.



People receive excellent care and support which helps them achieve their personal outcomes. Care staff support people with warmth, compassion, and patience. We saw people are comforted by care staff supporting them, and they enjoy each other's company. Personal plans seen are overall good and set out people's personal outcomes and strategies for supporting people in a proactive way. Personal plans are routinely reviewed and updated when changes are identified. Particularly detailed risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Staff receive training in communication, use signs and visual aids to support this and some staff are also Welsh speaking. Communication passports record important information for all staff to be aware of. People or their advocates contribute to their personal plans, have one to one meetings and are involved in their reviews. A relative told us *"I don't have any concerns to raise- X is in the best place, he is safe and is looked after well"*.

People's health is closely monitored, and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical health. Advice from health and social care professionals are recorded in personal plans. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Controlled drugs are not currently prescribed to people, but procedures are in place should they be in the future. We saw evidence care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective. A social worker told us, *"Staff have been retrained in Positive Behaviour Management to enhance their confidence in supporting the individual, and close monitoring / support has been sourced by relevant professionals, which overall has improved the young person's wellbeing and outcomes"*.

Excellent arrangements minimize people's risk of infection. All staff are trained in infection control and understand the importance of maintaining good practices. Care staff follow cleaning routines, ensuring all areas of the home are clean and free from odours. Clinical waste arrangements ensure PPE is appropriately disposed of. There is a sufficient supply of PPE, which we observed being used. Effective oversight and auditing of infection control measures are in place. The service has sufficient stocks of PPE.

People are protected from abuse and harm. The White House has a safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The provider understands the legal requirements of caring for vulnerable people and makes referrals to the local authority safeguarding team when required. Applications are made to the Deprivation of Liberty Safeguards (DoLS) team and are renewed appropriately. This ensures that placements are lawful

where people lack the mental capacity to make decisions around their care and accommodation needs. People have access to independent advocacy services where required.



Environment

Excellent

The environment is homely, clean and comfortable. People can access communal areas to spend time in the company of others or remain in their own room should they wish to have some privacy. People can personalise their room to their preference with their own belongings, which helps people to feel at home. Each person has their own bathing facilities. There is a second lounge upstairs which has been turned into a sensory room. The environment is free of clutter throughout. An ongoing programme of repairs and renewals take place; there are plans for a kitchen refurbishment. An independent advocate told us, *"I have no concerns, I'm impressed with the facilities, they are very good"*.

People live in an environment which is safe with appropriate and well-maintained facilities and equipment. There are safe and effective systems in place to maintain and manage the accommodation to consistently meet people's needs. Regular servicing and environmental checks ensure the safety and well-being of people using the service. We saw fire safety equipment and doors within the home. Everyone has a clear personal emergency evacuation plan (PEEPS), and care staff are trained in fire safety and participate in regular fire drills to keep people as safe as possible.

The excellent outdoor space is safe, attractive and accessible to people including those with physical, sensory and cognitive impairments. The garden has been redesigned this year; there is now a soft surface area with new garden swings and roundabout.

The laundry room and laundry systems are appropriate, and all laundry equipment is in working order. There is an organised storage area for household waste and clinical waste bins. Storage of substances which have the potential to cause harm is sufficient because we found materials used for cleaning are stored in an appropriate locked cupboard.

There are highly effective procedures in place to monitor the environment to keep people safe including entry to the service. Visiting professionals are requested to sign into a visitors' book on arrival, ensuring people's safety is maintained. Information is stored securely in locked cupboards and care documentation is treated sensitively ensuring people's privacy is upheld.



The service is extremely well led. A dedicated and experienced management team ensure people are at the heart of the smoothly run service. They also undertake a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is accessible to people, care staff told us they feel valued and respected. They also told us *"It's more like a family than a workplace"*, *"Everyone works as a team"* and *"It's a really friendly environment, everyone is great to work with, the residents are fantastic"*.

Robust staff recruitment pre-employment checks are completed prior to employment commencing. Supporting and developing staff with supervision, appraisal and training is in place and is highly effective. Care staff told us they feel valued and supported by the manager. The service provider celebrates the achievements of staff through initiatives recognising those who provide outstanding care and support. A 'Positivity Jar' is in place whereby staff can pop notes in which recognise staff achievements and good work. On a monthly basis the comments are read out at team meetings and then made into a poster and displayed. There are enough staff on duty to safely support and care for people. Records show there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection. A relative told us *"I feel he is looked after very well by the team of Support Workers, and I know they do care about his welfare and happiness"*.

The service provider has highly effective systems to monitor the quality of all aspects of the service they receive. Records show that the RI visits the home to complete the statutory visits and meets with people and staff. A report is completed following these visits. We viewed the latest quality of care review report, they are consistently good and completed at the required frequency. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

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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