Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Willow Project

Caer Las Cymru, Managers Office Aberfa House, 740 Carmarthen Road, Swansea, SA5 8JL

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The inspection visits for this service took place between 17/12/2025 and 18/12/2025

Service Information:

Operated by:	Goleudy Housing and Support Limited
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Willow Project delivers supported living services for adults in the Gendros area of Swansea, close to local amenities. The service is overseen by a Responsible Individual (RI) and a manager registered with Social Care Wales.

People and their families report high satisfaction with the care provided. The service promotes independence and supports individuals according to their preferences. Staff receive both formal supervision and informal support, ensuring reliability and effectiveness.

All three inspection areas are rated ‘Good.’ Leadership and management maintain robust governance, enabling smooth operations and high-quality care. Care and support systems ensure people are treated with kindness and compassion. Well-being outcomes are achieved through support for physical and mental health, emotional well-being, and opportunities for education, training, and recreation.

Findings:

Well-being — Good

People are treated with dignity and respect and are supported to identify and achieve their well-being outcomes. Individuals reported satisfaction with the support provided and confirmed involvement in daily decision-making. One person commented "*I'm very happy, it's the best place I have lived in."* and another commented "*The staff are the best – they are willing to help, they are there for me.*" Care records capture personal history, preferences, and interests, and families express confidence in the safety and quality of care.

The service actively supports individuals in maintaining meaningful relationships with family, friends, and the wider community. Staff respect and encourage these connections, using technology where necessary to facilitate contact. A family member told us "*It's excellent there, they know them very well."* The provider is committed to person-centred practice and ensures staff receive appropriate training. The RI told us "*A recent example includes a person whose solution-focused sessions with staff, learned to identify emotional triggers, practise grounding techniques, and communicate their needs more openly. They now proactively seek support, use problem-solving strategies during moments of distress."*

Safeguarding measures are robust. Staff understand and follow established procedures, supported by clear policies and regular training. One person told us *"I feel safe living here."* Personal plans and risk assessments are maintained and reviewed, and people report feeling safe at home.

The service is progressing towards integrating Welsh language and culture into its practices, ensuring documentation is available in individuals' preferred language and promoting its use through workforce planning and staff support.

Care & Support — Good

The provider gathers useful information from professionals and others already involved in people's care and support. They talk to people themselves about their needs and preferences where possible. The information gathered fully informs the decision about whether they can provide a service to people. They are supported well with personal plans and risk assessments which includes environmental and manual handling plans, which reflect their needs. Personal plans contain information regarding personal interests, likes and dislikes, and are developed following discussions with people and their family where appropriate. A visiting professional commented "*Willow Project is very person centred in their approach."* Monitoring systems are in place to ensure people experience good health and well-being outcomes.

People are protected from abuse and neglect. All staff understand and follow the Wales Safeguarding Procedures. Policies and procedures have been reviewed to make sure they are relevant and up to date. Care staff are aware these are in place to guide them and are supported by management. Staff have completed safeguarding training relevant to their roles. People told us that they felt safe having support from Willow Project staff and said that their concerns were listened to.

People receive medication in a person-centred way considering choice, individuality and independence as prescribed in accordance with national guidelines and the service provider's medication policy. Fully trained staff support people to administer their medication. A suitably experienced and qualified person regularly reviews staff competencies. There is a medication policy and procedure in place. Audits of medication administration take place on a regular basis. As and when required medication (PRN) is administered appropriately.

People are protected by good standards of hygiene practices which comply with laws and guidelines. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE when needed and follow correct procedures. Staff maintain appropriate standards of hygiene which means the service provided is clean and tidy. Effective oversight and auditing of infection control measures and PPE stock are in place.

Leadership & Management — Good

The service provider promotes a positive and empathetic culture through good oversight and governance. They maintain governance arrangements that support the smooth operation of the service. The service aligns with the objectives outlined in the Statement of Purpose and the Guide to the Service. The RI reviews policies and procedures regularly to ensure they comply with current legislation and national guidance. Staff understand and implement the provider's policies and procedures, which are appropriate and proportionate to the needs of people supported by the service.

The service maintains good oversight through systems for assessment, care planning, monitoring, and review to help people achieve personal outcomes. Internal and external audits guide quality review reports, improvement strategies, and problem-solving. The RI visits the service regularly, meets with people and staff, and completes a detailed report after each visit. Evidence shows the RI exercises effective oversight, while the management team conducts quality assurance audits to ensure high standards of care are consistently delivered.

Staff recruitment pre-employment checks are completed prior to employment commencing. Supporting and developing staff with formal supervision, appraisal and training is in place and is to a good standard. Care staff told us they value the induction processes in place for new staff. We discussed with the manager the need to ensure all staff are up to date with training and the need to ensure use of temporary staff is kept to a minimum. Care staff told us they feel valued and supported by the RI. 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. When asked whether they would recommend Willow Project as a workplace, staff responded positively, expressing strong endorsement.

The service provider has good oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as "*We are investing significantly in staff development (in Solution-focused, trauma-informed, safeguarding, etc), and strengthening digital systems for efficiencies and governance, where appropriate.*"

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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