



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cartref Mynydd



Cartref Mynydd , Tir Bach Farm , Pontarddulais , SA4 8NJ



01792983118



www.orbis-group.co.uk

The inspection visit took place on 04/08/2026

Service Information:

Operated by:	Orbis Education and 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:	5
Main language(s):	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



Environment

Requires Significant Improvement



Leadership & Management

Good

Summary:

Cartref Mynydd is a home providing accommodation and specialist support for up to five adults with learning disabilities, autism and associated support needs.

People experience good well-being outcomes because they are supported to make choices, maintain relationships and participate in activities which are important to them. People access a wide range of community, educational and recreational opportunities, and care staff support them to develop independence, maintain their health and achieve personal goals. We found people are treated with dignity and respect and benefit from positive relationships with care staff.

People receive good care and support from care staff who have a good understanding of their needs and preferences. Personal plans, risk assessments and health records provide clear guidance to support consistent care. Effective partnership working with health and social care professionals, including regular multi-disciplinary reviews, helps ensure support remains responsive

to people's changing needs. Medication systems are organised and support safe practice.

The environment requires significant improvement. Although people benefit from personalised accommodation which promotes privacy and independence, we identified significant shortfalls relating to maintenance, repairs and the overall condition of several areas of the service. Some environmental issues had not been addressed in a timely manner despite being identified through the provider's own monitoring systems. As a result, a Priority Action Notice has been issued to ensure prompt action is taken to address these concerns and improve outcomes for people.

People benefit from good leadership and management arrangements. Managers and the Responsible Individual (RI) maintain oversight of the service through a range of monitoring activities. Most care staff are registered with Social Care Wales, and many have attained relevant qualifications. Care staff told us they feel supported by management and receive regular training, supervision and opportunities for professional development.

Findings:



Well-being

Good

People experience positive well-being outcomes because they are supported to make choices about their day-to-day lives and participate in activities important to them. Care staff know people well and promote a culture where people are treated with dignity and respect. During our visit, we observed relaxed and positive interactions between people and care staff.

People are encouraged to pursue their interests, develop new skills and take part in activities which support their independence and well-being. We saw evidence of people participating in community activities including rugby, dance classes, cycling sessions, holidays, surfing, visits to local parks, discos and other recreational opportunities. People also access educational programmes and life skills activities through local resources, including baking, cleaning, woodworking, arts and crafts, shopping and managing daily household tasks. These opportunities help people remain active, build confidence and achieve outcomes important to them.

People receive information in ways which meet their communication needs. We saw a range of accessible information, including easy read documents, personalised guides and social stories. These resources help people understand information, prepare for activities and contribute to decisions about their lives. House meetings and key worker sessions provide opportunities for people to share their views and discuss matters important to them. Care staff use communication approaches suited to individual needs and abilities.

People are supported to maintain relationships with family members and others who are important to them. The service promotes regular contact through visits, telephone calls and digital communication. Relatives provided positive feedback about the quality of support provided. One family member told us, *“Excellent, communication is very good. Staff are great and any requests that are made are actioned straight away.”* Another family member said their relative *“Gets to do lots of things”* and is well looked after. People sustain meaningful relationships and remain connected with those who matter to them.

People are supported to maintain their physical and emotional well-being. They are encouraged to attend healthcare appointments and participate in activities promoting healthy lifestyles. Care staff recognise the importance of supporting people during periods of anxiety and work alongside them to reduce barriers to participation in activities, relationships and community engagement.

The provider is working towards strengthening its Welsh active offer. Welsh words and phrases are displayed throughout the service and Welsh culture is promoted through themed activities and celebrations, including St David's Day. Care staff are developing their Welsh language skills and

encouraging the use of Welsh during daily interactions. This supports access to Welsh language and culture and demonstrates a commitment to developing a more bilingual service.



Care & Support

Good

People receive care and support from care staff who have a good understanding of their individual needs, preferences and routines. The provider completes thorough assessments before people move into the service, helping to ensure their needs can be met safely and effectively. Information from families, professionals and other relevant sources contributes to the assessment process and supports informed decision making.

Personal plans are person-centred and provide care staff with clear guidance about people's needs, preferred routines, communication methods and support requirements. Plans identify the outcomes people are working towards and describe how care staff should support them to achieve these. Reviews take place regularly and information is updated when changes occur, helping to ensure support remains relevant and responsive to people's needs.

Risk assessments support people to live safely whilst maintaining choice and independence. These assessments identify known risks and provide clear guidance for care staff on how support should be delivered. Risk management promotes a balanced approach, enabling people to participate in everyday activities and access opportunities within their local communities. Behaviour support plans complement this approach by providing consistent guidance and strategies for care staff.

People benefit from effective partnership working with health and social care professionals. Health profiles contain detailed information about people's health needs and the support required to maintain their well-being. Recommendations from external professionals are incorporated into support arrangements and reviewed when necessary. Regular multi-disciplinary team reviews take place, typically every three months, involving relevant professionals, family members and the service. These reviews provide opportunities to evaluate progress, consider changing needs and ensure support remains appropriate.

Medication systems support people to receive their medicines safely. Medicines are stored appropriately and medication administration records provide a clear account of medicines administered. Protocols are available for medicines prescribed on an 'as required' basis, supporting consistent practice and helping care staff make informed decisions when providing support.

Accident, incident and monitoring systems provide oversight of people's care and support. Records demonstrate incidents are documented appropriately and actions are identified to reduce the likelihood of recurrence. This supports the ongoing review of people's needs and contributes to the continual development of support arrangements.



Environment

Requires Significant Improvement

People live in accommodation designed to promote independence through the provision of self-contained flats and communal areas. People have access to private living space and shared areas for social interaction, activities and mealtimes. The service is located within spacious grounds and provides opportunities for people to access outdoor areas and their local community.

Several areas of the environment support people's individual needs and preferences. Accommodation is personalised and reflects people's interests, hobbies and personalities. We saw examples of personal belongings, photographs, artwork and resources important to people. Some flats were maintained to a good standard and provided comfortable, welcoming living spaces which promoted privacy, dignity and independence.

However, significant improvements are required to ensure all areas of the service consistently support people's well-being outcomes. We identified a number of maintenance, repair and decoration issues across several areas of the home. These included damaged flooring, deteriorating fixtures and fittings, mould, worn decoration, damaged door frames and bathrooms which were not maintained to an acceptable standard. Some issues had been identified previously through the provider's own monitoring systems but had not been resolved in a timely manner.

People's experiences are further affected because environmental shortfalls have been present for extended periods. We found examples where maintenance issues had been raised by staff and management but remained outstanding. Records demonstrated environmental concerns had been discussed during meetings and identified during quality assurance processes. Despite this, sufficient progress had not always been made to complete necessary works.

Health and safety systems are generally in place, and key servicing requirements had been completed. Fire safety equipment, gas safety certification and electrical testing were available. However, we identified concerns regarding the effectiveness of oversight and maintenance arrangements. Some environmental hazards had not been addressed promptly, and records did not always demonstrate robust management of outstanding maintenance issues. This reduced assurance that all risks relating to the environment were identified and resolved at the earliest opportunity.

Care staff and managers recognised the impact some environmental issues were having on the quality of accommodation. While people continued to access their homes and daily routines were maintained, aspects of the environment did not consistently provide the standard of accommodation people should expect. Outcomes for people require significant improvement because of the shortfalls identified in maintaining the property to a suitable standard, and we have

therefore issued a priority action notice. The provider must take immediate action to address this issue.

The provider subsequently shared an action plan detailing proposed refurbishment and we were informed by the RI following the inspection remedial works across the service had been started.



Leadership & Management

Good

People benefit from a service with management and oversight arrangements that support the delivery of care and support. Managers and the RI complete a range of monitoring activities, including audits, reviews, consultations and visits to the service. Quality assurance processes consider feedback from people, relatives, care staff and professionals, alongside information gathered from incidents, safeguarding matters and service records. Improvements identified through these processes are monitored through action plans and ongoing review.

The provider completes Quality of Care Reviews in line with regulatory requirements. These reviews demonstrate consideration of people's experiences and identify areas where further development is needed. Quality assurance systems provide managers and the RI with information about how the service is operating and help identify opportunities for improvement. While governance arrangements are established, there are occasions where actions identified through monitoring processes are not progressed as quickly as intended, particularly in relation to some environmental matters.

The RI maintains regular oversight of the service through visits and monitoring activities. Records show consideration is given to areas including staffing, safeguarding, care practices, health and safety and stakeholder feedback. These visits provide oversight of the day-to-day operation of the service and help identify areas requiring further attention.

People are supported by a staff team that receives regular training, supervision and appraisal. Training records demonstrated a good level of compliance across mandatory and specialist training relevant to the needs of people living at the service. Supervision and appraisal arrangements provide opportunities for reflection, support and professional development, helping care staff maintain and develop their knowledge and skills. Nearly all care staff are registered with Social Care Wales or are working towards their registration. Many care staff have attained a relevant health and social care qualification, with others working towards completion.

Care staff spoke positively about working at the service and described a supportive working environment. Comments included '*Friendly team, supportive management, good atmosphere*' and '*The support the management team gives to staff and support given to people we support as well is top notch.*' Another member of care staff told us, "*Staff team and management are amazing.*" Feedback from care staff demonstrated they feel valued and recognise the support provided by managers.

Regular team meetings provide care staff with opportunities to discuss people's needs, safeguarding matters, health and safety, service developments and areas requiring improvement.

Meeting records demonstrated open discussion between managers and care staff, with actions identified and followed up. This helps promote consistent communication and shared understanding across the staff team.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
Young people's well-being is significantly impacted because they are living in an environment that is poorly maintained, contains environmental hazards and does not consistently provide a safe, comfortable and homely place to live.	04/08/26

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