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 28/10/2026

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	5
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Cartref Mynydd provides care and support for adults with learning disabilities. People live in one of five self-contained flats, enabling them to maintain independence while receiving personalised support to achieve goals, develop skills and sustain meaningful relationships within their local community.

People experience good well-being outcomes because they are supported to make choices, maintain relationships and participate in meaningful activities that promote confidence, independence and inclusion. Health, emotional well-being and safety are promoted through personalised support, community involvement, positive risk-taking opportunities and family engagement. Welsh language and culture are encouraged through the service's commitment to the Active Offer.

People receive good care and support focused on their individual needs and personal outcomes.

Detailed personal plans guide care staff in meeting communication, health and behavioural support needs. Care staff know people well and provide consistent support that promotes independence, develops life skills, encourages community participation and helps people achieve personal goals.

People benefit from a good living environment that is safe, comfortable and suited to their needs. Significant improvements have been made to the premises, creating enhanced living spaces and a more homely atmosphere. The five flats are personalised and well maintained, supporting privacy, independence, well-being and opportunities for social interaction and daily living.

People are supported by good leadership and management arrangements that provide effective oversight and promote continuous improvement. Quality assurance systems help maintain standards and drive service development. Care staff told us they feel well supported by an approachable and responsive management team. Effective communication, training and supervision support a positive culture and consistent care delivery for all.

Findings:

Well-being — Good

People experience good well-being outcomes because they are supported to have choice, maintain important relationships and take part in activities that are meaningful to them. Care staff know people well and support them in ways that promote independence, dignity and respect. People are involved in decisions about their daily lives and are encouraged to pursue their interests and aspirations. Activity plans are flexible and include opportunities for swimming, walking, cooking, attending an internal education centre called 'The Orb', community activities and developing independent living skills.

People's physical, mental and emotional well-being is promoted through access to healthcare professionals, regular health appointments and personalised support. Records demonstrated people receive support with health needs, oral care and healthy lifestyles. Care staff support people to attend appointments and engage with relevant professionals to help them achieve positive outcomes. Individuals have detailed plans which describe how their communication, health and behavioural support needs should be met.

People are supported to develop independence, make choices and maintain control over matters important to them. The service promotes participation and encourages people to contribute to decisions about their support and future aspirations. People benefit from stable routines, consistent support and opportunities to develop confidence and new skills.

People are protected from abuse and neglect. Safeguarding concerns are managed appropriately, with referrals made to relevant agencies and lessons learned from incidents. We reviewed safeguarding records and found they were detailed and provided clear oversight of actions taken., The provider responded promptly to concerns, taking action to safeguard the person and working with external agencies.

People maintain positive relationships with family and those important to them. Families visit regularly, people enjoy outings with their relatives and are supported to remain involved in their lives. One family member told us their relative was settled, achieving goals and had developed friendships through community activities. They said, *"Communication with the manager is good"* and they were pleased the service supported positive risk-taking opportunities.

People are supported to contribute to their communities and develop skills through meaningful activities. Individuals attend The Orb where they participate in arts and crafts, cooking, woodwork and opportunities linked to the running of a charity shop. These experiences help people build confidence, develop practical skills and increase their sense of achievement and belonging.

The service is working towards delivering the Welsh Active Offer. Welsh language and culture are promoted through Welsh language signage, a Welsh ‘word of the week’ initiative and celebration of Welsh cultural events. Two care staff members speak Welsh and additional care staff are undertaking Welsh language training to further strengthen the availability of Welsh language support.

Care & Support — Good

People receive good quality care and support that is centred on their individual needs, preferences and personal outcomes. Provider assessments contain information gathered from individuals, family members and relevant professionals to determine whether the service can meet people's needs safely and effectively. Assessment information informs care planning and identifies support requirements relating to communication, health, behaviour, daily living skills and personal outcomes. This helps ensure support is personalised to each person's individual circumstances and aspirations.

Personal plans contain detailed and up-to-date information to guide care staff in providing consistent care and support. Plans include information about people's communication needs, health requirements, behavioural support needs, aspirations and goals. Care staff demonstrate a good understanding of the people they support and were able to describe how care is personalised to individual needs and preferences.

People are supported by care staff who know them well and understand how they communicate their wishes and feelings. Communication profiles provide care staff with guidance on how best to engage with individuals and support them to make choices about their daily lives. This helps ensure people are involved in decisions that affect them and are enabled to exercise choice and control.

There is a clear focus on supporting people to achieve their personal goals and develop independence. Records showed people are encouraged to learn and maintain life skills, participate in activities of their choice and access opportunities within their local communities. Care staff support individuals to undertake everyday tasks and develop skills that promote greater independence while ensuring support is provided in a way that reflects people's abilities and preferences.

People benefit from support that promotes positive behavioural outcomes. Individual plans include guidance for care staff on proactive approaches to behaviour support, helping them respond consistently and appropriately when required. Care staff receive training relevant to the needs of the people living at the service and have access to information that enables them to provide safe and effective support.

People's health needs are monitored and supported well. Records demonstrated individuals have access to a range of healthcare professionals and attend health appointments when required. Care staff work with health and social care professionals to ensure people receive appropriate support and interventions to meet their changing needs. Oral healthcare needs are considered and documented, with guidance available for care staff where necessary.

Risk assessments are person-centred and support individuals to take positive risks while remaining

safe. The service balances people's rights and independence with the need to protect them from harm. Where safeguarding concerns arise, prompt action is taken, appropriate referrals are made and outcomes are monitored to ensure people remain safe.

Environment

Good

People live in an environment that is safe, comfortable and suited to their individual needs. Since the last inspection, significant improvements have been made to the premises, creating a more welcoming, homely and personalised living environment for people living at the service.

The home was clean, well maintained and presented to a good standard throughout. We observed communal areas that were comfortable, welcoming and personalised to reflect people's needs and preferences. People have access to shared spaces where they could relax, socialise with others and take part in activities. Individual flats were personalised and reflected people's tastes, interests and preferences, supporting a sense of ownership, belonging and independence.

Records and observations confirmed that extensive renovation and improvement work had been completed across the service, resulting in enhanced living spaces for people. One person spoke positively about their newly renovated bedroom and expressed satisfaction with the improvements made to their personal living space. These improvements have contributed to a more pleasant and comfortable environment that supports people's well-being and quality of life.

Suitable arrangements were in place to maintain the safety and security of the premises. Health and safety checks were completed regularly and records demonstrated ongoing monitoring of the environment. Systems were in place to identify and address maintenance issues promptly. Equipment and facilities were maintained appropriately to support people's safety, comfort and well-being.

The provider has considered people's accessibility needs and ensured the environment supported their independence as far as possible. Adaptations and resources were available to assist people in accessing different areas of the service safely and comfortably. The layout enabled people to move around freely and access communal areas, their own flats and outdoor spaces.

People had opportunities to enjoy both indoor and outdoor environments. The setting supported social interaction, recreation and relaxation, while also providing private spaces when individuals wished to spend time alone. The environment promoted positive outcomes by helping people feel safe, comfortable and settled in their home.

The provider has demonstrated a commitment to maintaining high environmental standards and continuous improvement. As a result, people benefit from an environment that is well maintained, suitably equipped and capable of meeting their needs while promoting comfort, privacy, independence and well-being.

Leadership & Management — Good

The service benefits from effective leadership and management that promotes positive outcomes for individuals and supports staff to deliver safe, person-centred care. The Responsible Individual (RI) and manager maintain clear oversight through regular RI visits, feedback from people living at the service, their families and professionals, and review of incidents, complaints and safeguarding concerns. This information is used to inform quality of care reports, identify areas for development, monitor the effectiveness of actions taken, and drive continuous improvement across the service.

The provider has responded appropriately to issues identified through monitoring processes and external oversight. Records showed that actions arising from incidents, complaints, safeguarding matters and regulatory requirements were considered and addressed. The service has demonstrated an ability to reflect on practice, implement improvements and maintain oversight of the quality and safety of care provided to people.

Effective governance arrangements support the smooth operation of the service. A range of audits and quality assurance processes are completed to monitor key aspects of the service, including health and safety, medication management, care planning and environmental standards. The information gathered is used to identify trends, address concerns and support continued service development.

There is a stable management structure in place and care staff told us they felt well supported by the manager and senior staff team. Care staff spoke positively about the support available to them and said they could approach the manager for advice and guidance when needed. Care staff told us communication within the service was effective and that they felt listened to and valued. They described the management team as approachable, responsive and committed to ensuring both care staff and people using the service receive the support they need.

Care staff receive regular supervision and opportunities to discuss their practice, performance and development needs. Training records demonstrated care staff complete mandatory training and additional training relevant to the needs of people living at the service. This supports care staff to carry out their roles competently and promotes consistency in the delivery of care and support.

The service works collaboratively with families and external professionals to achieve positive outcomes for people. Feedback from family members was positive regarding communication with the management team. One family member told us, *“I’m kept informed about matters affecting (Person)”*. This partnership approach helps ensure care remains person-centred and responsive to people's needs.

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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