Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Attic

Swansea

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arc-care.co.uk

The inspection visit took place on 08/01/2026

Service Information:

Operated by:	Abertawe Residential Care 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:	3
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	Good
Leadership & Management	Good

Summary:

The Attic is a very small care home, supporting male adults with mental health support needs. People living in The Attic have good well-being. They live comfortably, having built relationships with others and staff who support them. The care team know the people they support well and adapt their approach to best support them at different times of need.

Care and support overall is good. People are included in the development and review of their personal plans, which give a good overview of them and how best to support them. The service uses an electronic system to maintain daily records which gives an up-to-date view on how people are.

The environment is good. The Attic is accessed by a steep flight of stairs, and people need to be physically fit to be able to access the premises. This is clearly outlined in the statement of purpose. There is a large lounge / dining area offering people time to relax together if they wish. There is a large garden to the rear of the property where people can enjoy the outside in warmer weather.

Leadership and management is good. There is a relatively new manager in post who is respected by the care team. They are supported by a small care team who also work in the provider's adjacent service. Overall, there are good systems in place to oversee the service.

Findings:

Well-being — Good

People live healthily and safely and have some control over their lives. People told us they feel more confident because of living here. They are encouraged to participate in the development and review of their care plans, provide feedback, and participate in house meetings. People have familiar key workers who hold regular one to one meetings with them to check all is ok. The staff team consistently provide routine and regular support to people. Whilst care staff have a good understanding of the people they support, this could be enhanced with more specific training, especially when trying to encourage and motivate engagement in more meaningful activities. People would benefit from increased opportunities and consistent support to connect with their local community and explore activities that matter to them. More effective recording would also enhance this so the full staff team can understand which approaches have succeeded and which have not, helping to ensure progression.

People are safe and are protected from abuse and neglect. People told us they feel safe living here. Most care staff have completed safeguarding training and understand their roles and responsibilities, including how to report concerns should they arise. Policies and procedures are in place and are being updated to ensure they still reflect up to date legislation. The service's environment, including furnishings and equipment, is in a good state of repair and frequently checked to ensure it remains safe for people to be supported effectively. Staffing levels appear appropriate to support people in the service effectively. The service liaises with advocates for people who do not have the capacity to make decisions about their care and accommodation.

Staff are familiar to people and provide consistent, warm, and friendly support. Positive relationships between people and staff are evident through observed interactions. People are supported to maintain family relationships, and staff report feeling valued and committed in their roles. People in the service at present are not Welsh speaking, but the provider will prioritise Welsh-language provision should demand change.

People live in accommodation that supports their well-being outcomes. People told us they are comfortable in the service with large, personalised bedrooms, and modern well-presented communal areas. The service is well maintained and in a good state of repair with oversight tools in place to maintain it.

Care & Support — Good

Overall, people receive good quality care and support to achieve their personal outcomes. We saw that personal plans give a good oversight of the person and involvement of people was evidenced with signatures captured on personal plans and reviews. We found that some plans and risk assessments needed updating with further clarification to better reflect people's current needs and to promote consistent support. These updates must then be clearly followed through in the associated record keeping ensuring accuracy and continuity. The service manager has already demonstrated actions taken to address this. The service use both paper and electronic copies of personal plans and we noted that the more recent versions were on paper currently. The service manager assured us that both versions should be the same and this will be rectified. The electronic system is used to record all aspects of support received by people and monitoring of their health. We saw charts in place to oversee people's weight and health data so any concerns can be detected and actioned promptly and effectively.

People are protected from harm and abuse. The small, consistent staff team know the people they support well and can recognise any changes in behaviour to determine if people are unwell or distressed. Care staff adapt their approach with people depending on their needs at the time and support people to talk things through, helping to minimise potential triggers for poor mental health. Care staff have good knowledge of escalation processes and use these effectively when needed. This ensures concerns are addressed promptly and supports people's safety and well-being.

People's medication is safely managed. Medication is stored securely in the office in designated locked cupboards. We saw temperature checks and logs in place ensure safe storage conditions to prevent spoiling medication. We looked at medication administration records and saw these are completed appropriately. Care staff actively take time to spend with people at times of heightened mental health crisis, and we saw the use of medication 'as needed' (PRN) is minimised as a result. There are good procedures in place to order and return unused medication to prevent any stockpiling. Personal Protective Equipment (PPE) is available for use as and when required.

Environment

Good

People live in an environment with appropriate equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service is situated on the third floor with a steep stairwell to access Risk assessments are in place to ensure all people living in the service are able to use these steps safely. The service is clean, modern, brightly decorated and comfortable for people. We saw people relaxing in the large lounge / dining area. The service consists of 3 bedrooms, one modern kitchen, 2 bathrooms, staff office and a larger lounge / dining area. People's bedrooms are decorated to a high standard, personalised and decorated to their preference. People have access to the large rear garden and small patio area where they can sit and enjoy the outside space in nicer weather. A smoking shelter is in place and a large summer house, which is currently used for storage. There is an office in the service where confidential information is kept and where medication is stored in locked cupboards. We found all areas of the service to be well presented and in a good state of repair.

The service has good procedures in place to identify and mitigate risks to health and safety. We looked at the environmental audit file and saw checks in place to ensure the environment remains safe for people. These consisted of daily, weekly and monthly checks including daily walk arounds, fire safety checks, water temperatures and more, no gaps were visible in these records. We viewed up to date certificates for utilities in the service, including gas and electrical checks. Chemicals hazardous to health are stored appropriately to minimise risk to people. There is a fire risk assessment in place which needs reviewing and updating and we were told that this has been scheduled to take place imminently. Personal evacuation plans are in place as well as routine emergency fire drills to ensure people know what to do should an emergency rise.

Leadership & Management — Good

There are effective organisational arrangements, governance and oversight in place to ensure smooth operations and good-quality care. The Attic is a small service with a small care team. The manager is visible in the service daily and the RI visits regularly every week. The RI speaks with people to see how they are and get any suggestions from them to improve the service regularly, however this isn't always recorded. Despite this we saw the recent feedback survey completed by people as well as staff feedback forms collected by the RI. This feedback is analysed and summarised in the bi-annual quality of care reviews which gives a sufficient oversight of the service and how it has performed over the previous six months. Routine audits are carried out in the service to ensure all aspects are operating smoothly. We saw these in place for medication, environment, fire safety, and more. We viewed multiple policies and procedures and saw these are in the process of being reviewed and updated by the manager to ensure they are in line with up-to-date legislation. The Statement of Purpose needs review as key information about staffing, and the environment appear to be missing, the RI assured us that this will be addressed imminently and submitted as required to CIW as a notification.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Personnel files viewed contained most of the information required to evidence safe recruitment and vetting of care staff, we noted that some Disclosure and Barring service checks were out of date during the visit. We have since received confirmation that these have now been re-submitted for renewal. We saw care staff are encouraged to register with Social Care Wales- the workforce regulator. Care staff are encouraged to undertake multiple online training courses and whilst there are many gaps seen on the training matrix, we saw that almost all staff are up to date in the key areas required for their roles which includes food hygiene, personal care, first aid, medication practice and more. Care workers told us "*Care, treatment and respect shown to residents works well"* and management "*actively supports staff to overcome challenges*". They also reported being particularly satisfied with the flexibility of their working hours. Care staff are supported through regular supervision sessions; however, we noted that appraisals are not currently taking place, The RI has assured us that this will be a priority and will be put into practice imminently. As this is not having an impact on the support received by people, we will follow this up at the next inspection.

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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