



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cartref Dyfi Care Home



Cartref Dyfi Care Home, Bank Lane, Machynlleth, SY20 8EL



01654 702955



www.shaw.co.uk

The inspection visit took place on 07/01/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Cartref Dyfi is a residential service located in the market town of Machynlleth, in Powys. The service is well regarded locally and has very strong links with the community it resides in.

People experience excellent wellbeing outcomes because they lead meaningful lives with autonomy over how this looks for them. People engage with creative and enriching activities which are person centred and help people meet their personal outcomes.

People receive excellent care and support which is personalised and focused on meeting individual needs. People are supported by dedicated care staff who know them exceptionally well.

The environment at Cartref Dyfi is good. People have access to equipment which supports their needs and promotes independence. All areas of the service are utilised, creating safe and pleasant communal areas which enhance people's wellbeing.

Leadership and management of the service is excellent. An experienced and highly motivated management team promote a positive culture at the service. Wider organisational support ensures quality is monitored and resources are available so the high standards at the service are sustained.

Findings:



Well-being

Excellent

People have as much choice and control over their day-to-day life as possible and are encouraged by care staff to make decisions about things which impact them. People's voices are heard and consistently listened to. Regular meetings are held for people and their representatives, which provide a forum for discussion, in addition to regular access to senior leaders within the organisation. Information about the service is accessible and readily available, in both English and Welsh, so people are aware of what is happening where they live. With few exceptions, people experience excellent well-being because the promotion of Welsh language and culture is fully integrated into the culture of the service. This is achieved through the recruitment of Welsh speaking staff meaning people can receive care and support in their preferred language. Welsh literature and local newspapers are available and important cultural events such as St Davids day, and the National Eisteddfod are celebrated.

People lead busy and fulfilling lives, doing the things which matter to them and have access to a comprehensive and varied programme of activities. The activity coordinator works with people to organise activity schedules which include people's regular, favourite activities such as bingo and online quizzes, but has also supported people to think about expanding their interests and trying new things. External entertainment includes theatre productions, musicians and visits from the local nursery and school. People's skills and life history are valued. People are encouraged to contribute to where they live by helping with daily living tasks such as cooking, cleaning, shopping, and maintaining the outdoor environment. Daily movement to music sessions have been incorporated into the morning routine with enthusiastic participation by residents and staff. People said they enjoy the music and feel good. One person told us *"I enjoy bird watching, doing crafts and colouring. The staff are lovely, I'm happy."*

People living at the service have strong connections to the local community, many having lived, grown up and worked in the local area. The management team recognise the importance of this and work exceptionally hard to support community connections. People access local social groups to widen their social networks and visit local attractions such as the weekly market. The community are invited to celebrate events and support fundraising which is reciprocated by the service. This mutual collaboration ensures people are still able to contribute positively to the community they live in and fosters important social connections. Family and friends are welcomed to the service which we observed through the day, and people are supported to stay connected with people who are important to them using digital technology.

Overall, people live at a service where they are valued, respected, and encouraged to live enriching lives, by a dedicated team of staff who demonstrate exemplary care and support. This leads to consistently excellent outcomes for people.



Care & Support

Excellent

People receive consistently high-quality, person-centred care and support living at Cartref Dyfi. All staff at the service know people exceptionally well which we saw demonstrated through many kind, caring and fun interactions. Care staff are experienced and skilled, adapting their approach to meet the needs of each individual person they support, treating them with dignity and respect. Care staff are extremely proud of the work they do and strive to do their absolute best for people. The values of the organisation are firmly embedded in the service through the dedication and commitment of the staff team. This supports an incredibly positive culture at the service creating a warm and nurturing atmosphere where people truly feel “at home.” Comments which support this include, *“there is a strong feeling of family and home,”* and *“impressed by the culture that clearly runs through everything they do.”*

People receive the support they need when they need it, which leads to positive outcomes in all areas of their health and wellbeing. This is because care staff have access to highly personalised and detailed care records which are up to date and reflect the person they are about. Electronic records are comprehensively completed, and the manager places exceptionally high value on the conversations held with people, their representative or other professionals when creating, reviewing, and updating care records. Care staff keep accurate and detailed care notes about the support people have received. This includes information about any health and wellbeing appointments. These notes reflect how well care staff know people because they are highly effective in identifying when people may need additional support for their physical and mental wellbeing and following this up without delay. This diligent approach and partnership working, means people experience continuity and positive wellbeing outcomes.

People are safe and protected from abuse and neglect. There is a proactive culture of protecting people in the service, led by the management team who act with openness and transparency. Safeguarding procedures are clear, accessible, and supported by effective training which is reflective of national and local safeguarding guidance. The open approach of the management team encourages staff to communicate with them, to ask for advice and share any concerns. The management team work with their staff team, delivering care and taking part in activities, demonstrating and leading best practice. Incidents and accidents are effectively monitored to ensure all appropriate action is taken, and measures are in place to keep people as safe as they can be whilst respecting their rights and promoting independence.

Medication is very professionally managed at the service. The provider has highly effective systems in place to support the safe storage and administration of medication. Care staff are well trained and able to describe best practice processes. This means people receive the medication they need as prescribed, which helps them to maintain good health.



Environment

Good

People live in accommodation, which is accessible, safe, and comfortable. Maintenance of the service is well managed with all the required servicing carried out as required. Regular fire checks, including practice evacuations are completed to ensure the service is ready in the event of a fire. A comprehensive business continuity plan is in place to support the service to respond appropriately to unexpected events such as extreme weather. Audits of the environment demonstrate a very good understanding of health and safety and a commitment to ensuring people live in accommodation which is safe.

The housekeeping team work hard to maintain a spotlessly clean and tidy service. Great care has been taken to ensure communal areas remain personalised and homely. People can choose to spend time in several communal areas which have been set up to support different requirements – some offer social areas and places to do activities, whilst others offer a quieter space, and privacy if people want to meet with friends or family. People's bedrooms are personalised, decorated to personal taste with furniture, pictures, photos, and soft furnishings. People have the equipment they need to support mobility and encourage independence. Equipment is a good quality, and several people told us how much they like the accessible baths. The manager told us they are planning to redecorate the lounge area and will be asking people to share their ideas for updating the space.

The outdoor space at Cartref Dyfi has undergone a dramatic change thanks to a community grant and the vision of the service manager. People can now enjoy a safe and inviting space which has been designed to be accessible, support sensory and cognitive needs, and enhance the outdoor activities. The manager is passionate about the positive impact of nature and the outdoors on the wellbeing of people and has created areas which encourage people to be outside. This includes areas with seating and bird feeders, raised flower beds for people to grow their own flowers and water features to create a relaxing and peaceful space. We were told about the local florist who comes and supports people to plant flowers which once grown are then cut and used for flower arranging activities. Community nature projects visit the service and support outdoor based, nature focused activities. People are very positive about where they live and told us they enjoy the spaces both indoors and out.



Leadership & Management

Excellent

People are supported by a highly stable, well-established, and conscientiously recruited staff team. The provider has robust recruitment processes in place to ensure individuals employed to work at the service are safe and suitable to work with adults at risk. The provider and management team have a clear vision for the service and have recruited staff who share in this vision and who's actions support and sustain a positive culture and inclusive workforce. Leaders act as visible role models and actively support staff development, including the progression of leadership skills to ensure service continuity. The organisation values its work force and demonstrates this through meaningful recognition and engagement events, where views and ideas are shared and taken forward by senior leaders. This contributes to high levels of job satisfaction and staff retention.

Care staff complete robust inductions when they begin working at the service and complete training which equips them to support the identified needs of the people they support. Staff are supported to continue their professional develop and complete professional qualifications, supporting both competence and career progression. The manager highlighted staff commitment to maintaining required training and professional registration with Social Care Wales, the workforce regulator.

Comprehensive and very effective governance processes, mean people can be assured they live at a service which is diligent and committed to providing the best provision possible. All areas of service provision are audited by leaders at various levels in great detail providing time measurable actions to be completed which support the ongoing development of the service. The management team are proactive, responding positively to constructive feedback and addressing any actions within the service improvement plan as soon as possible. Staff report strong support from the wider organisation, including accessible and responsive oversight from the area manager and responsible individual (RI). We saw detailed reports by the RI following their quarterly visits to the service which report on all areas of service provision as well as gathering feedback from key stakeholders. Quality of care reports are produced collaboratively and provide a clear, reflective account of achievements and ongoing development priorities. This demonstrates a commitment to excellence.

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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