



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Llys Penpant



Swansea



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<https://mdcareltd.co.uk>

Date(s) of inspection visit(s):

16/05/2025

Service Information:

Operated by:	M&D Care Operations 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:	4
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Llys Penpant is a homely and welcoming service for adults requiring support with personal care needs. It is situated on the outskirts of Swansea and close to local amenities. People told us they are extremely happy with the care and support provided by the service. They told us they are encouraged to take the lead in their care, enabling them to achieve their wellbeing outcomes. Evidence to support this was seen by us throughout the inspection. The Responsible Individual (RI) and the manager have an extremely strong presence within the service, and they support staff through formal and informal discussions.

People experience excellent wellbeing outcomes as the service actively promotes people's aspirations and independence. The care and support people receive is excellent, and people tell us their experience of being supported by the service is extremely positive. The environment is excellent and enables people to achieve their identified outcomes. Leadership and management of the service is excellent. The service is extremely well led by a committed and experienced management team and has a positive culture of promoting the well-being of the people it supports along with its staff.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives and achieve outcomes meaningful to them. The service ensures people are actively involved in decisions that affect them. Evidence of monthly meetings was seen where people were asked for their feedback about what is going well and what needs improvement. We saw outcomes of these meetings documented and actioned. People told us they are involved in decisions affecting them and they decide how to spend their day. We saw people actively deciding what to do with their day and they looked very relaxed and comfortable in their surroundings. People told us *“I can come and go as I please and I can get involved in things that I enjoy and mean something to me”*. Staff are experienced and have the required skills to encourage and support people to take the lead in making decisions that affect them. We saw bilingual signs throughout the service, and people told us they can speak Welsh with staff.

The provider ensures people are safe and protected from harm and abuse. Staff receive comprehensive training in protecting vulnerable adults and the service provider has thorough, policies and procedures in place to support this. People have the opportunity to be involved in informing company policies such as the safeguarding policy. Staff spoken with have excellent knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have. Personal plans and risk assessments are in place, written to a high standard and consistently reviewed with involvement of the person and their representatives. People told us they feel safe and respected by staff supporting them. Staff are recruited safely, and robust background checks are completed prior to employment starting. The service works closely with health and social services, reporting and referring issues as they arise. Advice and guidance from other professionals are acted upon and used to inform personal plans.

Safe and healthy relationships are encouraged, and people are supported to engage meaningfully with their community. People have ample opportunities to connect with family and friends in a variety of different methods, including the use of technology and online participation. People are supported to obtain employment and vocational activities, enabling a sense of purpose and direction. There are opportunities for people to have further input in to the service, for example, involvement in delivering staff induction training. These opportunities empower people to thrive and develop their strengths and skills.



The provider delivers outstanding quality of care and support to help people achieve their personal outcomes. Prior to a service being offered, the provider considers if it can meet people's needs by using comprehensive assessments. We saw examples of these which were exceptionally thorough. People's aspirations are clearly documented in highly personalised plans which evolve as the person works through achieving their personal outcomes. These plans are co-produced between people and the service provider. We saw heavy involvement of people in these reviews and their views respected throughout. This demonstrates people are treated equitably and with dignity and respect. Staff told us they find personal plans informative and ensure they have clear information about people's needs and how they want to be supported.

Exceptionally motivated and dedicated care staff provide people with continuity of care and support. This ensures people are supported to consistently achieve personal aspirations and highly positive outcomes. People told us *"I can look back and see the difference the service has made for me. The staff are all great and they've really supported me achieve my independence"*. Staff told us *"We are able to get to know people extremely well, which enables us to support them to achieve their goals"*.

The service's robust approach to safeguarding helps to protect people from harm and abuse. There is an open and honest culture within the service. People and care staff are very knowledgeable on how to report concerns and are very confident the management of the service will deal with these effectively. Staff complete safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. The service has an up to date and comprehensive safeguarding policy in place which reflects the Wales Safeguarding procedures.

Effective systems are in place to ensure the safe management of medication. Medication is stored safely and in accordance with national guidance. Temperature checks are completed daily, and recorded levels fall within the appropriate range ensuring safe storage conditions. Medication Administration Records (MAR) are completed accurately. The service excels in supporting people to manage their medication and staff actively support people to understand their medication and to promote their independence in this area. We saw a clear pathway for people to work towards self-administration and documentary evidence of people achieving this.

The provider ensures high standards of hygiene practices through effective oversight, minimising people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control and demonstrate a good understanding of their responsibilities regarding this. We saw a good supply of personal protective equipment (PPE) is available when required.



Environment

Excellent

Care and support is provided in an environment that promotes and enables people to achieve their personal outcomes. Llys Penpant is a homely, welcoming and well-presented service. We saw people relaxed and comfortable in their surroundings and spending their time as they choose. Communal areas are bright and pleasantly decorated. People have displayed their artwork and pictures throughout these areas, adding to the very homely feel. People's bedrooms are decorated according to the person's individual taste, and they told us they could personalise their rooms as they wish. There is a spacious and well-maintained garden people can use whenever they like, and we saw people making good use of this. The service is well-maintained, and any repairs or redecoration requirements are documented and completed. There is ongoing investment and refurbishment of the property to ensure high standards are sustained.

There is a strong emphasis on developing independence and living skills within the service and the accessibility of the environment and its facilities promote this. People are strongly encouraged to complete daily tasks for themselves, such as meal planning, cooking and domestic care activities, with support from staff where needed. We saw a vegetable patch in the garden and people told us about the vegetables they were growing there and how they were looking forward to harvesting them once they are ready. Bilingual signs are displayed throughout the service, promoting the Welsh active offer.

The service provider ensures risks to health and safety are identified, mitigated and reduced. All required health and safety certificates are in place and up to date including fire detectors, fire extinguishers, gas, electricity and electrical equipment. A recent fire drill has taken place and these occur routinely and within regulatory requirements. Fire evacuation procedures are displayed and available in pictorial format, giving people clear instruction of what to do in an emergency. Personal emergency evacuation plans (PEEP's) are in place for people. Routine health and safety checks are completed and any required actions documented and acted upon. The service currently has a food hygiene rating of 5 (Very Good). Control of substances hazardous to health (COSHH) is appropriate and products are stored in a designated locked area, with accompanying safety data sheets available. Visitors are required to sign in and out when visiting the service.



The provider ensures there is a very strong, positive culture which is supportive, inclusive, and respectful so people can have high levels of confidence in the service. The RI and manager have excellent oversight of service delivery. They maintain strong working relationships with others in the sector. The manager is experienced and dedicated and welcomes input from people and staff about the service. They encourage an open and transparent culture where people feel confident raising their concerns. Staff referred positively to the management team telling us *“There is an open culture within the team and between me and my manager. If I have any queries they will point me in the right direction and support my development”*. The service arranges regular staff meetings, and the success of the team is recognised and celebrated. There are very strong systems in place to support staff in their roles.

There are highly effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The RI visits the service frequently and speaks to people, their families and staff members to gather feedback about the service. This information is used to identify improvements needed within the service, which are then actioned. This is captured in the quality-of-care reviews which are consistently completed within regulatory timeframes and show a very high standard of oversight and governance.

The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from this very high-quality service. There is also a written guide to the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. These documents are also available in Welsh. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. A staff training matrix was seen which demonstrates staff are trained in a range of mandatory and service specific topics. Staff training compliance is high and refreshed regularly. The service provider places great emphasis on staff development and support staff to achieve relevant qualifications and to progress within their roles. Staff spoken with told us they had received support and encouragement to develop professionally within their roles and had been given invaluable progression opportunities by the provider.

The service has a highly committed staff team who feel supported in their roles. We sampled staff files and saw that robust recruitment and background checks were in place. Disclosure and Barring Service (DBS) checks are in place and renewed within the correct timeframes. We saw that staff are registered with Social Care Wales or working towards this. Staff receive regular, thorough and supportive supervision and appraisal, and team meetings are frequently held. Staff spoken with told us *“I love my job and that I have a manager who will support and tutor me”*.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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