



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Fairview House



99 Brithweunydd Road, Tonypany, CF40 2UF



01443 421813

The inspection visit took place on 13/03/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Fairview House is a care home supporting people with a learning disability and other associated needs, located in Trealaw, near Tonypanydy.

Well-being is excellent because people are treated with dignity and respect. They are supported to actively shape their own lives, engage with their community and achieve meaningful personal outcomes. Care and support is excellent because people receive highly personalised, outcome-focused care from skilled and compassionate care staff. There are strong safeguarding practices, safe medication management and consistently high standards of hygiene. The environment is excellent because people live in a homely, safe and well-maintained setting, with effective use of both indoor and outdoor space. Leadership and management is excellent. The service is very well led, with strong governance and effective quality assurance systems. A positive, open culture supports staff and drives continuous improvement. People benefit from a stable, well-run service that consistently promotes their well-being, safety and quality of life.

Findings:



Well-being

Excellent

People live healthily and safely with a high level of control over their lives. Without exception, people are treated with dignity and respect. Care staff consistently demonstrate warm and responsive interactions. People are extensively supported to shape their own lives and identify what matters to them. Choice is embedded throughout daily life, including decisions about routines, clothing, meals and activities. People are actively involved in decisions that affect them through individual discussions, reviews and meetings. Advocacy arrangements are well established, with family members or independent advocates involved appropriately to ensure people's voices are heard and respected.

People are well protected from abuse and neglect through a strong and proactive safeguarding culture. Safeguarding information is accessible and provided in ways people can understand. Risk management is highly effective and enabling, with detailed, individualised risk assessments which support people to do what matters to them safely. The service works openly with families, professionals and agencies, ensuring concerns are addressed in a timely and coordinated way. Required notifications are made promptly, and senior leaders maintain effective oversight of significant incidents.

People are supported to cultivate strong relationships and make a meaningful contribution to their community. There are extensive opportunities for people to pursue their interests and develop skills through personalised activity planning. The service provider arranges its own services for people to access. This includes The Hub in Pontypridd, and horticulture activities at another of its services. These are excellent measures which enhance people's well-being. Care staff encourage people to try new activities and celebrate progress, promoting confidence and self-worth. People are well supported to access their local community, including shops, leisure facilities and social opportunities, enabling them to build social networks. Family relationships are strongly valued and maintained through regular contact, inclusive communication and open visiting arrangements.

People live in accommodation that effectively supports their well-being outcomes. The environment is warm, comfortable and feels like home. Bedrooms and shared areas are highly personalised, reflecting people's preferences, interests and life experiences. Space is used creatively and effectively. Outdoor areas enhance well-being through opportunities for relaxation, social interaction and meaningful activity. The environment is consistently clean, safe and well maintained, supporting people's comfort, independence and overall quality of life.



Care & Support

Excellent

Care and support is excellent because people experience highly personalised, outcome-focused care that reflects their needs, preferences and aspirations. Care staff demonstrate outstanding practice through warm, patient and respectful interactions, having a very strong understanding of how people communicate and make choices. Feedback consistently reflects this high quality of support. People's families told us, *"they are really understood, and staff make a genuine effort to be part of their world"* and *"the staff are experienced, well-trained, and clearly confident in what they do."* Personal plans are exceptionally detailed and comprehensive, strengths-based, and have clear goals. Regular reviews take place at least every three months and often more frequently, with involvement of people and their representatives. Daily task and activity records are well maintained, enabling effective monitoring of progress and outcomes through an electronic recording system. People's nutritional needs are met through tailored planning and regular, responsive monitoring.

People are protected from harm through a strong and proactive safeguarding culture. The service has a clear safeguarding policy aligned with the Wales Safeguarding Procedures, giving care staff clear guidance on their responsibilities. Care staff demonstrate very good understanding of recognising abuse, reporting concerns and acting promptly. Care staff receive safeguarding training, supporting confident and consistent practice. Families told us they feel reassured by the service's approach, telling us *"I feel they are safe, and any issues are dealt with swiftly and openly."* Concerns are reported and addressed quickly, reducing risks to people. People's liberty is respected and protected, with Deprivation of Liberty Safeguards (DoLS) applied for appropriately.

People's medication is managed safely, consistently and in a person-centred way. Storage arrangements are appropriate. Systems for ordering, receipt and disposal are robust, with clear records maintained. Controlled drugs are well managed and in line with legislation. Regular audits, daily checks and competency assessments ensure safe practice. Medication records are accurate and up to date.

People are protected from the risk of infection through consistent standards of hygiene and housekeeping. The environment is clean, tidy and well maintained. Policies and procedures are current and reflect infection prevention and control guidance. Care staff receive regular training and demonstrate good understanding of hygiene routines, personal protective equipment (PPE) use and safe waste handling. Cleaning schedules are clear and monitored, laundry facilities are used appropriately, and PPE and cleaning materials are readily available. Oversight of infection prevention is embedded within the service's wider health and safety governance to sustain high standards.



Environment

Excellent

The environment is excellent because people live in a home that is safe, well maintained, homely and thoughtfully designed to support their well-being outcomes. The property is in very good condition, reflecting strong oversight and pride in the home. The service demonstrates a proactive approach to maintenance and continuous improvement, promptly responding to any issues at the home and looking for opportunities to develop it to its potential. The environment matches the Statement of Purpose and fully reflects the layout, facilities and support arrangements described. People benefit from a homely and personalised living environment. Bedrooms are spacious, comfortable and decorated to reflect people's identities, preferences and interests. Communal areas offer excellent choice and flexibility, with several lounges, sitting areas and an outdoor cabin in place, all with entertainment facilities. This provides people with meaningful options about where and how they spend their time, supporting independence and choice. Outdoor areas are accessible and well used. People can enjoy a patio with seating and a well-used barbecue in the nicer weather, with an outhouse and space for growing herbs and vegetables. These areas support relaxation, social opportunities and meaningful activity. Suitable private spaces are available for people to meet with family or spend time alone when they wish.

Care staff manage safety and organisation very effectively. Storage areas are tidy and well organised, with COSHH items and hazardous materials stored securely. Bathroom facilities are spacious, accessible and well suited to supporting personal care needs, including en-suite wet rooms and a shared bathroom. Temperatures throughout the service are comfortable. Fire safety arrangements are strong, with clear emergency information and up-to-date checks in place. Further improvements are being implemented following recent fire risk assessments. All required health and safety certificates are current. Personal information is stored securely, and care staff have access to a dedicated office and sleep-in space, supporting safe and effective practice.



Leadership and management is excellent because the service benefits from very strong leadership and highly effective governance. The service is well managed and well organised, with governance systems operating smoothly and consistently. The manager demonstrates strong leadership, with care staff working together as a cohesive and motivated team. Care staff told us the leadership is *“brilliant – can’t speak highly enough”*, describing the management approach as having an *“open door”* and being *“always at hand to help”*. People benefit from a calm, safe and well-run service where leaders are visible, approachable and confident in their roles. Leadership is highly regarded by care staff and families, who describe managers as *“supportive”*, *“fair”* and *“good role models”*. The Responsible Individual (RI) demonstrates effective oversight with regular engagement with people, families and care staff during three-monthly visits to the service. Detailed and meaningful quality of care reviews are completed every six months by the RI and are used to drive continuous improvement. Quality assurance processes are extensive and thorough. These include regular health and safety, medication and support planning audits, alongside internal quality reviews. External audits and mock inspections further strengthen transparency and accountability. Clear governance structures support ongoing improvement, including care staff champion roles, monthly manager briefings, operational management meetings and staff forums. Feedback systems are effective and accessible, with regular reviews with families, people involved in decisions and complaints managed through clear policies. Leaders promote a strong culture of openness, with care staff confident to raise concerns through whistleblowing processes. Incident and accident reporting is robust, with all incidents recorded, reviewed by senior leaders and used to support learning.

People are supported by skilled, knowledgeable and well-supported care staff who are deployed effectively. Staffing levels are appropriate, allowing care staff to respond to people’s needs without delay. People access the community regularly and care staff report they are not rushed and can take their breaks. Care staff describe the service as *“a good team – we all pull together, all get on”*. Workforce stability is very strong, with very low turnover and a positive, supportive team culture. Care staff consistently spoke positively about morale, with comments such as *“we have an amazing team”* and *“it’s a job I enjoy getting up in the morning knowing I’m going to”*. All care staff employment files meet regulatory requirements, with no gaps identified. Training compliance is very high and carefully monitored. Care staff receive ongoing learning and development opportunities, including specialist training and progression into leadership roles. Induction processes are thorough, enabling support staff to develop safely and confidently. Leaders actively promote staff well-being through recognition, regular forums and a positive workplace culture, with care staff describing the service as *“a lovely place to work”* and *“our staff and management team are second to none”*.

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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