



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Maes Y Rhydidd



Maes Y Rhydidd, Hafod Lane, Pontypridd, CF37 2PF



01443 405048

The inspection visit took place on 06/03/2026

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

Good



Environment

Good



Leadership & Management

Good

Summary:

Maes y Rhyddid is a care home which supports people with a learning disability and other associated needs. It is located near a residential area, close to Pontypridd.

Well-being is excellent because people have exceptional choice and control. They are treated with dignity and supported to achieve their outcomes and undertake meaningful activities. Care and support is good. People receive person-centred care from skilled care staff who know them well. People have detailed, outcome-focused personal plans. Changes in needs are responded to promptly, with the service working closely with families and professionals. Medication management, safeguarding and infection prevention arrangements are strong. The environment is good because people live in comfortable and personalised accommodation which is safe. Leadership and management is good. There are robust governance arrangements, strong auditing and very good oversight. People are supported by a well-trained, stable care staff team.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes at Maes y Rhyddid. They are treated with dignity and respect, being supported to have as much control as possible over their day-to-day lives. People are encouraged to identify their outcomes and build on their strengths. We saw people being supported to be as independent as possible, including taking part in meal preparation, choosing where they spent their time, and making meaningful choices throughout the day. Care staff enable people to make decisions, respecting these as far as they can. This person-centred ethos is deeply embedded across the service. Leaders and care staff listen attentively, provide information in ways people understand, and use a wide range of communication methods. People have access to advocacy where needed, and all have their own service user guides to support choice. These approaches empower people to take charge of their lives as much as possible.

People are safe and protected from abuse and neglect. Safeguarding practice is transparent and responsive. The service promptly addresses issues and demonstrates reflective learning. The service displays open communication with families and professionals. Incidents are reported appropriately, risks are identified, and the service works collaboratively with others to ensure concerns are managed thoroughly and sensitively.

People flourish because their identity, strengths and sense of belonging are actively celebrated. The service champions diversity, with personal plans reflective of this. People receive extensive and stimulating support that gives them purpose and direction. Activity plans are varied, meaningful and based on people's preferences. People take part in activities such as swimming, bowling, community groups, shopping, walking, and bike riding. The service provider also 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.

People live in accommodation that supports their well-being. The environment meets their needs and supports their outcomes, with access to spaces that promote independence, comfort and dignity. Rooms are spacious and comfortable, with large garden areas available. The service is pleasant, well-maintained, and personalised, making it a homely and comfortable setting.



Care & Support

Good

Care and support is good. People receive care and support that is well planned, person-centred and outcome focused. People, their families, and professionals are meaningfully involved in the planning process, with staff using tailored approaches to support people to contribute as much as they can. Personal plans are extremely detailed, strengths-based and person-centred. They clearly show care staff how to support people to achieve their well-being outcomes. Personal plans reflect people's interests, culture, and important relationships. Reviews are completed regularly and provide clear information about progress toward outcomes. Daily notes give a sufficient overview of people's achievements. Feedback from families and professionals is very positive, with relatives telling us *"they've been very thoughtful"*, *"they show great care"* and *"we've been really happy overall"*. Visiting professionals described care staff as supportive, quick to report any changes, and *"they appear to know their needs very well"*. People benefit from care delivered by skilled staff who understand their individual needs and preferences.

People are protected from harm and abuse because safeguarding arrangements are strong and well understood. Staff receive training, know their responsibilities and respond promptly to any concerns. Issues are reported quickly, helping ensure actions are taken in a timely manner. Families told us they feel the service is safe. Behaviour support approaches are reviewed regularly to ensure practice remains effective. People's liberty is protected, with the service applying for Deprivation of Liberty Safeguards (DoLS) where required. A clear safeguarding policy is in place and kept up to date, helping care staff access the right guidance when needed.

People's medication is managed safely. People receive their prescribed medication in line with national guidelines and the service's up-to-date policy. Medication is stored securely, with temperatures checked daily. Care staff complete training and competency checks. Medication is administered in a person-centred way. Arrangements for collection and disposal are suitable. Medication auditing is robust. Medication records are free from errors, demonstrating consistent safe practice.

The risk of infection is reduced as far as possible. The premises are clean and hygienic. There is an effective approach to assessing, managing and preventing infection risks. Health and safety audits are completed, and staff understand their responsibilities for maintaining cleanliness. Staff are trained and implement safe infection-prevention practices. Oversight and review of supplies is strong, and the provider maintains good stock to support people's personal outcomes. An up-to-date infection control policy is in place. COSHH items are securely stored, and arrangements for laundry and clinical waste are managed safely.



Environment

Good

The environment is good as people live in accommodation that meets their needs and supports positive well-being outcomes. Maes y Rhyddid is a converted detached property over two stories which can accommodate up to five people, with large garden grounds available. There is access to a variety of communal and private spaces where people can choose to spend their time, including two lounges, a dining area for meals, and personalised bedrooms. A sensory outhouse next to the office provides a calm, dedicated space for relaxation. We saw people moving freely around the home and choosing where to sit or spend time, reflecting a comfortable and relaxed atmosphere. Communal areas provide suitable places for activities and recreation. The environment is warm, welcoming, and well lit. Bedrooms are adapted and personalised to reflect people's preferences and needs, such as having suitable flooring and blinds. Bathrooms, showers and toilets promote privacy, dignity, and accessibility.

Outdoor spaces are safe, attractive, and accessible to everyone. The grounds are very well maintained, offering a pleasant area for fresh air and activity. People have access to outdoor equipment they enjoy using. The outdoor environment offers people opportunities to spend time outside and engage in activities that enhance their well-being. Security arrangements protect people while also supporting their rights and independence. People can navigate the home easily, and access arrangements are balanced to meet individual needs and promote autonomy. The provider has effective systems for maintaining the environment. They arrange regular servicing, maintenance, and prompt repairs, helping ensure people's safety and comfort. The service complies with current legislation and national guidance on health and safety, fire safety and environmental health.



Leadership & Management

Good

Leadership and management at Maes y Rhyddid is good. People benefit from a service with strong organisational arrangements by the service provider, clear oversight, and effective governance. Robust quality monitoring systems are in place. The service completes comprehensive audits in key areas such as medication, care planning and health and safety, supported by external quality assurance checks by the provider. Information from these is used to identify improvements and progress service development. Oversight by the responsible individual (RI) is strong, with regular three-monthly visits to the service being well-documented, and quality of care reviews evaluating the progress of the service. Leaders consult with people and act on their feedback, helping to shape developments in the service. Measures are in place to support care staff to stay informed and share their views, such as in-service team meetings. The service provider supplements this with monthly manager briefings, management meetings, and staff forums where care staff representatives meet regularly with senior managers. Policies and procedures are up to date, the statement of purpose is current, and contingency plans are detailed and practical. The service operates openly, demonstrating good duty of candour through its notifications, complaint responses, incident records and senior management oversight more generally.

People are supported by care staff who have the skills, knowledge and experience to meet their needs. The service provider supports staff development, with examples seen of investment and training of its staff to promote them to more senior positions within the organisation. Staff turnover is low, which helps maintain continuity of care. Care staff spoke positively about their roles and the people they support, describing the team as *'hardworking'* and *'committed'*. Comments from care staff include *"I love it here"*, *"the people we support are amazing characters"*, and *"everyone on our team works hard to do their best for them"*. Staffing levels appeared suitable throughout the inspection visit. Care staff are well-trained and a learning culture is promoted. Training includes a mixture of e-learning, face-to-face and specialist courses, tailored to meet the needs of people. Recruitment files are safe and show appropriate vetting processes are adhered to. New care staff receive a structured induction and a probation period. Regular supervision and yearly appraisals support professional development and staff well-being. The service promotes staff well-being through initiatives such as the Above and Beyond awards and access to various health and well-being services.

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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