



Graig Llwyd



Graig Llwyd, Pontypridd, CF37 5BX



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www.swantoncare.com

The inspection visits for this service took place between 13/05/2026 and 15/05/2026

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:	6
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

Good



Leadership & Management

Excellent

Summary:

Graig Llwyd is a care home which supports people with Autism, learning disability and other associated needs. It is in the Pontypridd area of Rhondda Cynon Taf, close to the town centre and local amenities and consists of a main house with an adjoining annexe.

The service provides excellent care and support in a warm and friendly environment, that achieves excellent wellbeing outcomes for people. People are encouraged and supported to participate in activities that interest them and of their choosing ensuring their physical and emotional well-being. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. The environment is good. It is safe and accessible and has suitable indoor and outdoor areas for people to use. Leadership and management is excellent. Staff feel very well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Audits and oversight are carried out by a conscientious management team. Robust Quality Assurance systems are in place, and the Responsible Individual (RI) visits the service regularly, as required.

Findings:



Well-being

Excellent

With few exceptions, people are supported to have as much control as possible over their day-to-day lives. The service supports people's rights and choices consistently and to a high standard. People's individual needs inform their personal plan, and changes are recorded. The service asks people and their relatives about their wishes, involves them in the planning of their care, and supports them to have meaningful outcomes using communication tools to suit their needs. People's needs, and risks to safety and well-being, are monitored and documented. Risk assessments include thresholds for support workers to intervene. Key worker sessions with individuals and care plan reviews are carried out to monitor people's progress in meeting their goals and aspirations.

Feedback about the standard of care and support is exemplary. People and their families have positive relationships with staff who are familiar and know them well, following a thorough and flexible admission and transistional process into the service. Up to date written information about the service such as a statement of purpose and written guide with advocacy information is available to people in a variety of formats including easy read.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. There are frequent opportunities for people to connect with family, friends and contribute to local communities. People are supported to pursue individual interests/hobbies and maintain relationships and networks that are important to them. People have access to excellent resources such as the provider's HUB and horticultural resource where they can gain vocational qualifications, develop life skills, participate in individual interests, and socialise with others.

The service safeguarding systems reflect current government procedures and protect people from harm. There is a safeguarding policy to provide guidance to staff. Support workers receive specialist training in addition to core training to support them to meet people's individual needs. Support workers know their responsibilities and can keep people safe and well supported.

People's well-being is further enhanced by the nicely decorated, appropriately furnished, warm, secure and safe living environment. People can spend time in their own bedrooms or in the home's indoor and outdoor communal areas. People's bedrooms are personalised and some have en-suite facilities for them to use. Others have use of a communal bathroom and toilet facilities. There are suitable arrangements in place for the staff team to report any maintenance issues/repairs so these can be addressed. A very good standard of hygiene and infection control is being maintained to reduce risks of cross infection with people encouraged to participate in cleaning and household tasks. Support workers can access personal protective equipment (PPE) easily and as required.



People receive very high-quality care and support at Graig Llwyd. The service considers a wide range of information about people prior to them moving in. Information is gathered through a thorough and flexible admissions process involving the person, family, and relevant professionals to develop an initial support plan. Personal plans are detailed and provide clear guidance to support workers as to the needs and planned outcomes for individuals. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw care plans and personal outcomes are reviewed regularly with people and those involved in their care to ensure information recorded remains relevant and meaningful.

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. There is a stable staff team, and although recruitment is ongoing at the service, many of the staff have worked there for several years which provides continuity of care to people. We saw support workers and the management team have very positive relationships with the people they support. Interactions between support workers and people are extremely positive, warm, and friendly. It is clear they know the people they support well and are familiar with their needs and preferences. One person told us they liked living at the service and that the staff looked after them well. A relative said, *"There's no comparison, in a good way."* Others said, *"It is excellent...the staff and manager genuinely care...and want X to be happy and fulfilled,"* and *"Very high-quality care...the staff and management are very approachable...needs are respected and work hard to facilitate what they want."*

The service has strong, established links with local mental health, health, and social care services resulting in people experiencing excellent outcomes. Regular meetings and communication with the multi-disciplinary team (MDT) enable any issues or concerns to be addressed and appropriate management plans put in place. Examples include reviewing one person's medication to support them to be more settled and happy, and working with an Occupational Therapist to support another person and their family through a recent close bereavement. Health promotion is actively encouraged. People are supported to attend health appointments and encouraged to participate in exercise such as walking, swimming and sporting activities, and with a healthy diet. Health passports are in place and highly personalised to enable staff to act as advocates for people when needed. Compliments from professionals such as a social worker and learning disability nurse are evident at the service.

People are supported with their medication in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and care staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains

safe and effective. People's risk of infection is minimised by high standards of hygiene practices including food handling, hand washing, and cleaning. Support workers encourage people's independence in food preparation and good food hygiene. Plentiful supplies of personal protective equipment (PPE) such as gloves and aprons are available to staff and appropriately used.

People are protected from abuse and neglect. Staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. They receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication and other more specialist training such as Autism, Learning disability, Epilepsy and Makaton. All staff understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people have a strong voice. Risk assessments are present highlighting areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered.



Environment

Good

People benefit from a warm, comfortable and welcoming environment at Graig Llwyd. The service is a purpose-built property with a number of bedrooms and communal areas. There is a self-contained annexe to the side, a sensory/activities room, and parking to the front. The home is secure to prevent unauthorised access and protect people. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.

There are spacious indoor and outdoor communal spaces for people to use. The home is nicely decorated in low stimulus colours and suitably furnished. People personalise their bedrooms as they like with some having en-suite facilities, and others having use of a communal bathroom and toilet facilities. The outdoor area is accessible and secure with a patio area, seating, a BBQ and outbuildings to the rear. The annexe also has secure outdoor space specifically tailored to the person living there.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. We saw there is routine servicing of utilities such as electricity and gas. There is an up-to-date fire risk assessment and fire safety features are regularly checked and serviced by suitably qualified people. Laundry and kitchen facilities are available, and people are supported to use them. There is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations. The service has achieved a Food Standards Score of 5, which is 'Very Good'.



People achieve excellent outcomes as the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are in the service at all times. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. This includes positive behaviour management and communication approaches. Overall training compliance is very high. Support workers we spoke to say the training they receive is comprehensive and helps them deliver high quality care and support. There is a dedicated trainer who staff told is “*A fountain of knowledge.*” There is also a strong commitment to fostering development of leadership skills for staff at all levels, which was confirmed by feedback from staff who told us of promotions to senior level and support to complete recognised qualifications in health and social care. Staff feel very well supported and valued and receive regular one to one support including regular supervision and annual appraisals from the management team. Records confirm staff are receiving the recommended levels of formal support. They also have access to additional incentives to promote their well-being. This all supports strong staff retention and continuity of care and support for people. Support workers and the service manager are registered with Social Care Wales (SCW) the workforce regulator, as appropriate. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Robust recruitment processes are in place with support workers who undergo the required checks to ensure they are suitably fit to work at the service. Staff recruitment files sampled contain all the regulatory required information. This includes references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. We saw support workers complete a structured induction when they commence employment including training and shadowing other staff.

People have high levels of confidence in the provider as oversight and governance arrangements at the service ensure a very strong positive culture that is supportive, inclusive and respectful. It is clear the management team know people and their families well, are conscientious and well organised. Support workers also told us of management; “*Absolutely amazing...really approachable*” and “*Super professional, knowledgeable...fantastic, can knock on the door any time.*” We saw records confirmed the RI visits the service regularly and speaks to people and staff. Staff describe having a “*Good rapport*” with the wider management team. Detailed quality of care reviews are completed every six months to assess the service’s performance and identify areas where improvements can be made. Quality assurance systems are robust and effective. Regular audits are completed by the management team and the wider provider covering things such as health and safety, medication, and care planning which are thorough and used to drive improvements. Clear systems for communication, including regular staff briefings, meetings, forums, and shared records, ensure information flows well across the service. People have a meaningful voice through structured forums, which enables them to influence service development and improvement. The service also ensures timely notifications are sent to relevant authorities in

the event of significant incidents, and it is noted that the providers annual return has been promptly received by Care Inspectorate Wales in 2026, as per legal requirements. Service policies and procedures provide guidance to staff and ensures practice remains safe and effective. Policies and procedures we looked at include Safeguarding, Medication and Complaints. We saw they are aligned with statutory and best practice guidance, kept under review and updated when necessary.

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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