Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Prince Llewellyn Farm

Prince Llewelyn Farm, Treharris, CF46 5PG

01443 412208

The inspection visits for this service took place between 05/10/2026 and 06/10/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability
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	Good
Leadership & Management	Excellent

Summary:

People's well-being outcomes are consistently positive, reflecting the high levels of skill, compassion, and dedication demonstrated by care staff. Care staff provide person-centred support enabling people to achieve their personal outcomes, make informed choices, and maximise their independence. As a result, people are empowered to lead meaningful and fulfilling lives, with opportunities to exercise choice and maintain control over matters that are important to them.

People receive an excellent standard of care and support. Care staff demonstrate a comprehensive understanding of people's needs, preferences, and aspirations, enabling them to consistently deliver high-quality, person-centred care. Personal plans are exceptionally detailed, accurate, and regularly reviewed, ensuring they remain relevant, responsive, and effective in meeting people's changing needs and desired outcomes.

The environment is good. The detached home is set in a peaceful rural location, with well-maintained indoor and outdoor areas. Systems are in place to promote safety. Communal areas are welcoming, and people can personalise their bedrooms to reflect their preferences.

Leadership and management arrangements are strong. Staff feel well supported and receive

ongoing training. Effective governance systems, including regular Responsible Individual (RI) visits and quality of care reviews, provide oversight and drive improvement. Robust recruitment processes help ensure staff are suitable to work with vulnerable people.

Findings:

Well-being — Excellent

People's views at Prince Llewellyn Farm are actively sought, respected, and used to influence their daily lives. People are provided with meaningful opportunities to express their views about the care and support they receive. Regular key worker meetings enable people to discuss matters important to them, including their care and support arrangements, and preferred activities. In addition, the RI engages directly with people on a regular basis to gather feedback and ensure their views are considered in the ongoing development and improvement of the service.

People at Prince Llewellyn Farm are safeguarded from abuse, neglect, and harm through robust safeguarding arrangements and a strong culture of vigilance. Care staff are recruited in line with regulatory requirements, with all necessary pre-employment checks completed prior to appointment. Staff undertake a comprehensive training programme tailored to the needs of the people they support, including safeguarding, positive behaviour support, and other mandatory areas. Discussions with care staff demonstrated a clear understanding of their safeguarding responsibilities, with staff able to confidently recognise, report, and respond appropriately to safeguarding concerns. These arrangements help to ensure people receive care and support in a safe and protective environment.

People are consistently treated with dignity and respect and are supported to make meaningful choices. Throughout the inspection, care staff were observed interacting with people in a warm, kind and respectful manner. People are encouraged and supported to make informed decisions about how they spend their time and the activities they wish to pursue. Detailed, person-centred activity plans reflect people's hobbies, interests, and preferences, ensuring opportunities are tailored to their needs and aspirations. People actively participate in a range of social, educational, and vocational activities and maintain a strong presence within their local communities. The evidence reviewed demonstrates the service's strong commitment to supporting people to lead active, meaningful, and fulfilling lives while promoting independence, choice, and inclusion.

The environment at Prince Llewellyn Farm is well maintained, with effective systems in place to ensure essential utilities and fire safety equipment are regularly checked, serviced, and remain fit for purpose. The home offers ample communal space where people can socialise, relax, and participate in activities of their choosing within clean, comfortable, and welcoming surroundings. People's bedrooms are personalised to reflect their individual preferences, interests, and identities, promoting a sense of belonging and helping them feel settled and at home within the service.

Care & Support — Excellent

People receive care and support that is responsive, person-centred, and tailored to their individual needs. Personal plans are comprehensive, regularly reviewed, and developed through meaningful consultation with people, their families, and relevant professionals. The service demonstrates strong partnership working with families and external agencies, which contributes to the delivery of high-quality, personalised care. Feedback from family members about Prince Llewellyn Farm is consistently positive, with relatives praising the standard of care and support provided by staff. Our observations during the inspection reflected this feedback, as we saw staff interacting positively with people and delivering care in a dignified, respectful, and compassionate manner.

Outcomes for people are consistently positive due to the effective and consistent implementation of behaviour support strategies. Care staff are well trained in Positive Behaviour Support (PBS) and demonstrate a strong understanding of individual needs. Where required, people have comprehensive PBS plans that provide clear guidance for care staff on identifying triggers, implementing proactive interventions, and reducing associated risks. As a result, behaviours of concern are effectively managed, promoting people's safety, well-being, and quality of life while minimising the need for restrictive practices.

People's health needs are effectively supported, with timely access to relevant healthcare professionals when required. Records demonstrate healthcare appointments and medical correspondence are consistently maintained and easily accessible. Care staff have access to detailed and up-to-date information regarding people's health needs through comprehensive personal plans. A stable and experienced care staff team provides continuity of care, enabling them to develop a strong understanding of the people they support. This helps them to identify changes in people's health or presentation promptly and seek appropriate advice or intervention from healthcare professionals when necessary.

People receive their medication as prescribed. Robust systems are in place to support the safe storage, ordering, administration, and recording of medicines. Medication Administration Records (MARs) are accurately completed, containing all required information and appropriate staff signatures. At the time of inspection, no people were prescribed controlled drugs; however, staff have received relevant training, and clear procedures are in place within the medication policy should this change. Effective arrangements are in place for the management of 'as required' (PRN) medication, with clear guidance available. Care staff responsible for administering medication are appropriately trained, and their competence is regularly assessed to help ensure safe medication practices are maintained.

Environment

Good

The environment is well maintained and purposefully designed to meet both the individual and collective needs of the people living at the service. The rural setting provides a peaceful, spacious, and therapeutic environment that promotes well-being and enhances quality of life. The home offers a variety of communal spaces where people can spend time with others and participate in meaningful activities. These areas are clean, comfortable, and tastefully decorated, creating a warm, welcoming, and homely atmosphere. People have their own bedrooms, which are personalised in line with their individual tastes, interests, and preferences, promoting a strong sense of ownership and belonging. The home also benefits from a large, enclosed garden, providing a safe and accessible outdoor space where people can relax, socialise, enjoy recreational activities, and maximise opportunities to spend time outdoors.

Appropriate arrangements are in place to ensure the premises remain safe, well maintained, and suitable for the people living at the service. A dedicated estates team is responsible for the ongoing maintenance of the home, carrying out routine checks, repairs, and essential upkeep to ensure the environment remains safe and functional. Records reviewed confirm up-to-date certification is in place for key areas, including gas, electrical, and fire safety systems. Robust fire safety arrangements support people's wellbeing and safety. An up-to-date fire risk assessment is available, and regular fire drills are conducted to ensure staff and people understand the actions required in the event of an emergency. Infection prevention and control measures are effective, with cleaning schedules implemented consistently to maintain a clean, tidy, and hygienic environment throughout the home. The kitchen has achieved a Food Standards Agency rating of 3, demonstrating satisfactory standards of food hygiene and cleanliness. Overall, the environment is managed effectively and provides a safe and suitable place for people to live.

Leadership & Management — Excellent

Leadership and governance arrangements are strong and support effective oversight of the service. Regular internal audits, Responsible Individual (RI) visits, and robust monitoring systems help ensure the service remains compliant, responsive, and focused on continuous improvement. Quality assurance processes actively seek the views of people and staff, using feedback to inform service development. Comprehensive records provide clear evidence of oversight, accountability, and the provider's commitment to maintaining high standards of care and support.

Care staff are well trained and equipped to meet the complex and individual needs of the people they support. The training programme covers essential areas such as safeguarding, health and safety, and positive behaviour support, alongside specialist training tailored to people's specific needs. Care staff are encouraged to achieve recognised health and social care qualifications, further enhancing their knowledge and skills. Regular supervision and annual appraisals are embedded within the service culture, providing opportunities for reflection, professional development, and continuous improvement. This helps ensure staff remain competent, confident, and able to maintain consistently high standards of care and support. Alongside traditional formal support, care staff have access to an Employee Assistance Programme, which offers additional benefits including a confidential counselling service for those who may require support.

People at Prince Llewellyn Farm are supported by competent and appropriately qualified care staff who possess the skills, knowledge, and experience required to meet their individual care and support needs. Safe and robust recruitment practices are in place to ensure staff are suitable to work with vulnerable people. A review of personnel files confirmed all required recruitment documentation was present, including satisfactory references and enhanced Disclosure and Barring Service (DBS) checks. Following appointment, care staff complete a structured induction programme, incorporating mandatory training and opportunities to shadow experienced colleagues to develop their competence and confidence in the role. Care staff are registered with Social Care Wales (SCW), ensuring they meet required professional standards and are accountable for maintaining their knowledge, skills, and practice.

The service's aims, values, and approach to providing care and support are clearly outlined within the Statement of Purpose, ensuring transparency for people using the service and their representatives. A written guide is available to people living at the home, providing accessible information about the service, facilities, and support available. These documents are also produced in an easy read format to promote understanding and meaningful engagement. Policies and procedures are regularly reviewed and aligned with legislative requirements and recognised best practice guidance, underpinning consistent service delivery and the provision of high-quality care and support.

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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