



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Dan Y Graig



Danygraig, Kidwelly, SA17 4SW



01554 891246

The inspection visit took place on 22/06/2026

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:	8
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Dan Y Graig provides a highly person-centred service where people achieve exceptionally positive outcomes and are supported by a stable, skilled, and caring staff team. Wellbeing is rated as excellent as people are encouraged to exercise extensive choice, control, and independence in their daily lives. People are actively involved in decisions about meals, activities, community involvement, and future aspirations. Meaningful opportunities support confidence, independence, and social inclusion. Such as, volunteering, gardening, baking, holidays, and community activities. People benefit from warm and trusting relationships with care staff who know them exceptionally well, and relatives are actively involved in reviews and important decisions. The service also promotes Welsh language and culture in meaningful ways.

Care and support is rated excellent as people receive exceptionally personalised care and support that reflects their strengths, preferences, and aspirations. Detailed personal plans, effective partnership working with relatives and professionals, and staff's excellent knowledge of people's

individual needs contribute to positive outcomes. People are supported to maintain independence, make informed choices, and take positive risks whilst remaining safe. Feedback from relatives and professionals consistently highlighted the caring, responsive, and person-centred nature of the service.

Environment is rated Excellent because people live in a highly personalised, welcoming, and well-maintained home that promotes privacy, dignity, and independence. Bedrooms and communal spaces reflect people's preferences and support positive well-being outcomes. Strong maintenance arrangements and ongoing investment ensure the environment continues to meet people's changing needs and aspirations

Leadership and management is rated as excellent as Dan Y Graig benefits from strong and aspirational leadership. Leaders have established a positive and inclusive culture, driven significant improvements and embedded highly effective governance arrangements focused on achieving the best possible outcomes for people.

Findings:



Well-being

Excellent

People experience exceptionally positive well-being outcomes because care staff promote extensive choice, control, and independence in all aspects of daily life. We observed people making decisions about activities, meals, community access and how they wished to spend their time. People engaged in shopping, meal planning, preparing food and maintaining their home. The kitchen remained accessible to encourage independence and choice. Care staff know people's aspirations well and actively support them to achieve outcomes that are meaningful to them. Personal goals reflect wishes such as gardening, holidays, decorating bedrooms, attending family events, and developing a remembrance garden.

People enjoy extensive opportunities to participate in meaningful activities which promote confidence, independence, and social inclusion. Opportunities included gardening projects, woodworking sessions, baking, volunteering opportunities, attendance at activity hubs, beach visits, holidays, and community activities. People are not simply occupied; they are supported to develop skills, pursue interests, and make valued contributions within their communities.

People living at Dan Y Graig benefit from exceptionally positive and meaningful relationships with care staff who know them well and understand what is important to them. Throughout the inspection people appeared relaxed, happy, and confident within their home. We observed people approaching care staff naturally for conversation, reassurance, and support. Families are welcomed to visit at any time and are actively involved in reviews, celebrations, and important decisions about people's lives. Reviews involve relatives, professionals and key workers to ensure people receive coordinated support. People are also supported to maintain meaningful relationships and friendships, helping them remain connected to those who matter most to them. One relative told us *"We have seen the difference that the care they provide has made for our young person. He is happy, well cared for and leads a fulfilled life."* These arrangements help people feel valued, connected, and supported.

Identity, language, and culture are actively promoted at Dan Y Graig. Welsh language and culture are embedded within daily practice through bilingual signage, Welsh-speaking care staff, and the development of Welsh-language information. People are supported to receive care and support in ways that reflect their preferences and cultural identity. These arrangements contribute positively to people's sense of belonging and overall well-being.



People receive exceptionally personalised care and support that reflects their strengths, preferences, aspirations, and individual needs. Records demonstrate comprehensive assessments and detailed personal plans which help care staff understand what matters to people and how best to support them. Plans include information about communication needs, relationships, interests, routines, health needs, and personal goals. We found clear evidence that people, families, and professionals contribute to care planning and review processes. Goals are person-led, regularly reviewed, and focused on achieving meaningful outcomes. One relative told us, *"They have an individualised approach. The individual is at the centre of the care provided. Staff members care about the individual and seek to ensure that what is important to them and for them is provided. Communication with us is excellent."* Another relative said, *"The high standards of care that are provided. The good communication with relatives. Putting the indicate the centre of all that they do."*

People are supported by care staff who demonstrate exceptional knowledge of people's needs and preferences. We observed respectful and meaningful interactions throughout the inspection. People confidently engaged with care staff who understood their routines, communication styles, and interests. Bedrooms reflected personal tastes and preferences and people proudly showed us their living spaces. Care staff encourage people to be actively involved in meal planning, shopping, food preparation, and everyday household tasks. Support is delivered flexibly and evolves as people's wishes, goals and aspirations change. A relative described care staff as providing *"Genuine care and thought for residents' wellbeing and staff going above and beyond to provide the best care possible."* We also observed people approaching care staff naturally for conversation, support, and reassurance, demonstrating positive and trusting relationships.

People achieve highly positive outcomes because care staff work effectively with families and professionals. Feedback from professionals consistently recognised the quality of care and support provided. One social worker described care staff as *"Knowledgeable staff who know their residents well. Willing to think creatively and work for residents' best outcomes."* Another professional told us, *"The people receiving care and support are at the forefront of all decisions made."* This feedback demonstrates a strong commitment to person-centred practice and positive outcomes.

People are protected by strong safeguarding and rights-based practice. Care staff understand their safeguarding responsibilities and relevant legal safeguards are in place where required. Positive risk-taking is promoted and restrictive approaches are minimised wherever possible. We found detailed risk assessments, regular reviews and comprehensive daily records supported effective monitoring of people's well-being, health, and independence. Professionals consistently reported confidence in the service. One social worker commented, *"residents are happy. The home is fully staffed. Residents are always doing things in the community."* These arrangements help ensure people's rights, safety and welfare are protected whilst supporting them to lead meaningful and

fulfilling lives.



Environment

Excellent

People live in an exceptionally welcoming, highly personalised, and well-maintained home where privacy, dignity, independence, and well-being are consistently promoted. Throughout the inspection, the home was observed to be clean, tidy, well decorated, and maintained to a very high standard. There is a strong culture within the service that recognises the home as belonging to the people who live there, with staff viewing their role as providing support within people's own home. This was demonstrated through respectful day-to-day practice, including staff routinely knocking and seeking permission before entering bedrooms and supporting people to exercise choice and control over their personal environments. Bedrooms were personalised with people's belongings, furnishings, photographs, and items of personal significance, creating a strong sense of ownership and belonging. Where appropriate, people held keys to their own bedrooms, further promoting privacy, dignity, and independence. Professional feedback consistently described the service as welcoming, homely, and exceptionally well maintained.

People benefit from a wide range of communal and private spaces which support social interaction, recreation, relaxation, and meaningful occupation. The home makes effective and creative use of available space to meet people's individual needs and preferences. People have access to personalised bedrooms, a sensory room, separate lounge areas, an open access kitchen, and attractive outdoor spaces, providing genuine choice about where and how they spend their time. Spaces can be used flexibly to support social, educational, therapeutic, and well-being activities, helping people achieve positive outcomes and maximise their independence.

People are actively involved in decisions about their environment, and their views directly influence developments throughout the home. Staff described how people regularly contribute ideas regarding décor, furnishings, communal areas, and future improvements, and we saw evidence of this during our visit to Dan Y Graig. Personalisation is embedded within the culture of the service, with communal and private spaces reflecting people's interests, preferences, and individual identities. The provider has demonstrated a strong commitment to ensuring environmental adjustments are identified and implemented effectively, enabling people to experience an environment that is responsive to their changing needs and aspirations.

The provider demonstrates a very strong commitment to maintaining and continually improving the environment. We saw evidence of effective maintenance systems, environmental monitoring, and ongoing investment in both the premises and facilities. Further planned developments, including a sensory garden and additional recreational facilities, demonstrate a commitment to continuous improvement and enhancing people's well-being outcomes. As a result, people benefit from a safe, highly personalised, and well-maintained environment that supports independence, promotes well-being, and helps them achieve positive outcomes.



People benefit from a service that is led by an experienced and aspirational leadership team who have established a strong, inclusive, and person-centred culture. Leaders demonstrated a clear vision focused on achieving the best possible outcomes for people and creating a home where people feel valued, respected, and supported to reach their full potential. Staff consistently described the registered manager as visible, approachable, and supportive. We found a culture where staff felt empowered to contribute ideas, raise concerns and influence service development, creating confidence in the leadership of the service.

Leaders have driven significant improvements within the service. We found evidence that reliance on agency staff had reduced, resulting in greater continuity of care, stronger relationships, and improved outcomes for people. Staff and professionals consistently described positive changes to the quality of the service, environment and staff morale since the current manager took responsibility for the home. These improvements demonstrate leadership that has had a meaningful and sustained impact on people's experiences.

Highly effective governance and quality assurance arrangements were embedded throughout the service and used to continually improve outcomes for people. Leaders utilised regular audits, monthly quality assurance visits, Responsible Individual oversight, professional feedback and consultation with people, relatives, and staff to monitor performance and identify opportunities for development. Feedback was actively sought and used to inform improvements. We found a strong culture of reflection and continuous improvement, with leaders demonstrating a commitment to learning and responding proactively to emerging needs and opportunities.

People benefit from support provided by a skilled, competent, and well-supported workforce. Leaders demonstrated a strong commitment to staff development through robust training, supervision, and appraisal arrangements. Training compliance levels were high, and opportunities were available for staff to progress through qualifications and leadership development pathways. Staff spoke positively about the support they received and expressed confidence in raising concerns, reflecting a culture of openness, learning, and accountability. There was a clear focus on recognising and valuing staff contributions, helping to promote high morale and staff retention.

The service's values and objectives were consistently reflected in day-to-day practice. Leaders promoted equality, diversity and inclusion and ensured governance arrangements, staffing decisions and quality monitoring remained firmly focused on improving people's well-being. We found strong evidence that leadership at all levels was driving continuous improvement and creating positive, meaningful outcomes for people living at the service

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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