Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Swanton Community Services Wales West

Scarlett Court, Heol Aur, Llanelli, SA14 8QN

01792 776238

The inspection visits for this service took place between 29/06/2026 and 02/07/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
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
Leadership & Management	Excellent

Summary:

Wellbeing is excellent because people are treated with respect and dignity. They are supported to build on their strengths, to identify and achieve their personal outcomes and aspirations. There is an emphasis on empowering and supporting people to make well-informed choices and to promote their confidence and independence. People have enriching lives as they are given opportunities for learning, social interaction and personal growth.

Care and support is excellent. People experience very high quality care and support and have meaningful involvement in the planning and reviewing process, producing highly personalised plans. People are supported by highly skilled and experienced care staff who know them well and can anticipate their needs.

Leadership and management are excellent. There is a very strong positive culture that is supportive, inclusive and respectful. Leaders are visible role models and there are highly effective governance and oversight arrangements in place to ensure high quality care is maintained. There is a very strong commitment to fostering development of leadership skills for staff at all levels.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes and are supported to lead meaningful lives which reflect their individual preferences, aspirations and goals. We saw a very andstrong person-centred culture across the service, with people actively involved in planning, reviewing and directing their support. Personal plans are very detailed, outcome-focused and regularly reviewed with people to ensure they remain relevant to their changing needs and aspirations.

There is strong evidence of people achieving significant personal outcomes. The service effectively celebrates people's achievements and promotes independence, confidence and self-esteem. Examples include individuals undertaking volunteering roles, completing educational courses, gaining awards and participating in community activities. Records demonstrate clear progression towards personal goals and evidence how staff support people to achieve outcomes important to them.

During the inspection, people spoke positively about the support they receive and the relationships they have developed with care staff. Individuals are relaxed and comfortable in the presence of care staff and interactions are warm, respectful and natural. One person spoke proudly about completing an art and design course and discussed future plans and social activities. Other people described enjoying community opportunities, maintaining friendships and participating in activities meaningful to them. A relative told us, "*They have given them every opportunity they can".* The provider has a hub where people can go to do woodwork, pottery, arts and crafts and gardening.

People are supported and empowered to make choices and exercise control over their lives. Monthly keyworker meetings provide regular opportunities for individuals to discuss their wishes, concerns, goals and outcomes. People have access to information in appropriate formats and are supported to understand their rights. Advocacy services are available where required.

The service promotes positive risk-taking and supports people to access education, employment, volunteering and community opportunities. Records demonstrate risks are identified and managed proactively whilst enabling people to maximise independence and achieve personal aspirations. People are also supported to maintain relationships with family, friends and former housemates where appropriate.

Care & Support — Excellent

Overall, people receive high-quality, person-centred support which enables them to live fulfilling lives, maintain independence and achieve outcomes which matter to them. Staff know people well and consistently promote dignity, choice and respect throughout their practice. One family member said, "*What can I say, the standard of care is outstanding. The manager is excellent"*.

People benefit from care and support planning which is highly personalised and based on comprehensive assessments of need. Pre-admission assessments are completed and information from local authorities and health professionals is incorporated into support planning. Personal plans are comprehensive, easy to follow and reflect people's strengths, preferences, communication needs, risks and outcomes. Risk assessments are detailed and proportionate, identifying potential risks and the measures required to reduce them. There is effective partnership working with healthcare professionals, social workers and commissioners to ensure people's needs are reviewed and responded to appropriately. When there are changes the service works collaboratively with professionals to ensure outcomes remain central to decision making.

Personal plans are robust and there are effective review processes in place. Personal plans clearly identify goals and the progress towards achieving them. Support arrangements promote independence whilst ensuring appropriate safeguards are in place. Specialist plans are available where required, for example, Positive Behaviour Support plans and epilepsy management plans. Health passports are also maintained to support continuity of care.

Medication support arrangements reflect people's assessed needs. Medication is stored and administered safely. Health needs are well managed, and people are supported to attend appointments, maintain their health and access relevant healthcare professionals when necessary.

People are protected through effective safeguarding arrangements. Staff have a clear understanding of safeguarding responsibilities and able to explain the action they would take should concerns arise. Records evidence appropriate reporting procedures and liaison with safeguarding agencies and commissioners. People have access to information about how to raise concerns.

The service promotes good infection prevention and control practices. Appropriate supplies of personal protective equipment are available and staff have completed relevant training. Systems are in place to support safe practice and minimise the risk of infection.

Leadership & Management — Excellent

The service is led by managers who are visible, approachable and committed to promoting positive outcomes for people. Feedback from staff consistently described managers as supportive, responsive and accessible. Staff report feeling valued and confident they could seek guidance when required. There is a clear culture of openness and mutual respect throughout the organisation. One staff member said, *"I'm really happy, we're like a little family, it's a nice atmosphere, I never dread coming in".*

Governance arrangements are established, meticulous and support the ongoing monitoring and improvement of the service. The Responsible Individual (RI) undertakes regular visits and gathers feedback from people receiving support, staff and other stakeholders. Quality of care reviews are informed by consultation through forums, meetings and surveys, demonstrating a commitment to seeking and acting on feedback. The quality of care report completed by the RI is detailed, person-centred and evidences engagement with stakeholders.

A range of audits are completed to monitor service quality, including medication audits, health and safety checks and reviews of care documentation. There is effective oversight of service delivery and evidence of action being taken where necessary. Policies and procedures are available and reflect current practice and legislative requirements. Notifications are submitted as required and incidents and safeguarding matters are recorded and managed appropriately.

There is a positive culture where staff are supported to develop and progress. Several managers and team leaders have progressed through the organisation from support worker roles. Staff consistently spoke positively about training opportunities, supervision arrangements and the support provided by management. Personnel records evidence safe recruitment processes, induction arrangements and ongoing professional development.

There are effective systems in place to engage both staff and people receiving support. Staff forums, team meetings, keyworker sessions and people we support forums provide opportunities for consultation, feedback and involvement in the development of the service. These arrangements help ensure the service remains responsive to the needs and views of those who use it.

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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