



# Inspection Report on

**Cildewi**

**Cilddewi House  
Heol Salem  
Carmarthen  
SA31 3HS**

## **Date Inspection Completed**

11/10/2024

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## About Cildewi

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">18<sup>th</sup> April, 2023</a>
Does this service promote Welsh language and culture?	This service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Cildewi is a person-centred service providing high-quality care which supports people to live joyful, healthy and increasingly independent lives. The service is led through highly effective leadership, focussed on wellbeing outcomes. People have a strong voice within the service, which is used to continually improve the quality of care provided. People are supported by safe and professional care staff, whom they have been involved in recruiting. Care staff are well-trained and supported to develop impactful and transformative relationships with people.

The environment is safe, secure and well-maintained. The service uses the space innovatively to support peoples' positive wellbeing and increasing independence.

## Well-being

People speak very positively about the service and the care and support they receive. They benefit from a sense of family and community within the service. People have a very strong voice throughout the service and are actively involved in their support arrangements with regular meetings with key workers and are actively involved in the recruitment of staff. People lead continual improvements to the service through regular discussions and formal opportunities to inform quality assurance processes. A person who uses the service told us, *'It is home'*.

People meet their personal goals and increase their independent living skills because they receive tailored support from an outstanding service which values excellence, passion, and celebrates uniqueness. They have autonomy over their daily lives and can do the things that matter to them. People are encouraged to improve their wellbeing and become more independent through planning and engaging in activities, daily tasks, hobbies, looking after pets, use of outdoor space and access to work opportunities. We heard how the service gives support in accessing advocacy services to enhance people's ability to advocate for themselves. A person who uses the service told us, *'I go to work...I like it'*.

People live in a home which best supports them to achieve wellbeing. People have bedrooms which are personalised and decorated to their own tastes and are appropriate to meet the unique needs of people. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for activities they enjoy. People are supported to improve their daily living skills in the kitchen area. People feel confident and prepared for moving on from the service to independent living through the provision of two self-contained flats. People's wellbeing is promoted through innovative use of the environment.

People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. People live with dignity and respect and receive appropriate, kind, and caring support from exceptional care staff they know well. An atmosphere of respect, trust and inclusivity is valued that nurtures belonging. A member of care staff at the service told us, *'Everything is about the people we support. It is our job to make their lives positive and we take that really seriously'*.

The home provides an 'Active Offer' of the Welsh language even though there is currently little demand for exclusively Welsh speaking support. Some staff members are Welsh speakers and there is documentation available bilingually.

## Care and Support

People are very happy with the highly effective care and support they receive at the service. The process for admitting new people into the service is well-planned. Personal plans are created with people, outcome-focussed, person-centred, detailed and contain all the information required to enable care staff to meet their needs. People's wishes of how their support should be provided are clearly documented. Plans are reviewed in a timely manner and consider whether people's personal outcomes and progress to independence are being met. A member of care staff told us, '*It is really detailed on what you need to do in any situation...and you know it will be up to date*'.

A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. We saw care staff understand and anticipate people's changing care and support needs. People are supported towards increasing independence through exercising choice and working on individual and purposeful daily goals.

People have freedom to choose what to do with their days and are supported in creating and accessing an extensive list of activities, experiences and trips of their choosing on a weekly basis. Care staff support people to access voluntary work supporting people's progress towards independence. The service also creatively uses space within the community to further celebrate the uniqueness of people and meet their needs innovatively. This celebrates the unique skills of people, promotes a sense of belonging and being valued within the service and directly benefits people in meeting their personal outcomes and steps to independent living.

People's physical health and wellbeing is promoted. Records show people receive support to access social and health care professionals when needed. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support swiftly. People are encouraged and supported to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. A person using the service told us, '*They are great here*'. Medication is stored securely. The service appropriately seeks guidance from healthcare professionals in relation to medication arrangements. Infection prevention and control procedures are very good. Care staff have access to personal protective equipment (PPE) if required.

## Environment

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean and well-maintained. The service has a spacious lounge area, communal kitchen, external spaces and a large garden space providing privacy and areas for gardening and craft. On the day of the inspection, we saw decorations being handmade for Halloween and people's decorative touches adorning the communal spaces. People's rooms are decorated and furnished in a way which values uniqueness and supports increasing wellbeing. The service has two self-contained flats which give additional preparation for independent living and supports people in feeling confident in moving on from the service. The environment is used in a manner which helps to nurture relationships and autonomy.

People benefit from a clean and accessible kitchen area where a wide variety of freshly prepared meals are made by people. This provides exceptional opportunities for people to socialise and be supported with increasing independence in preparing meals. On the day of the inspection, we saw a delicious homemade crumble being made, celebrated and ready to be shared with everyone at the service.

We saw robust oversight maintaining a safe and secure environment for people at the service. Appropriate arrangements are in place to ensure risks to people's health and safety are identified and dealt with. The service promotes hygienic practices and manages the risk of infection. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. We saw Personal Protective Equipment (PPE) is available and used appropriately at the service. Fire exits are free of obstructions. There are clear instructions displayed in the home on what to do in the event of a fire and the manager completes regular audits of the environment.

## Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the outstanding service. The service has robust quality assurance arrangements in place. This effective oversight ensures a high-quality service, which achieves the best outcomes for individuals and improves their wellbeing. The responsible individual (RI) visits the service and spends time talking to people and staff. The most recent quality of care review identifies areas for development and improvement and uses the views of people to develop and improve the care and support provided. The service provided is underpinned by core values, operates smoothly and effectively, and the service is committed to supporting people to achieve their personal goals. A member of care staff told us, *'Everything is done really thorough here...it is really organised'*.

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to providing innovative leadership and impactful day-to-day management. The manager is supported closely by the deputy manager. The service is in regular communication with the responsible individual (RI). We heard how the support of the RI has been crucial in developing the service offering. Regular care staff team meetings and residents' meetings support the provision of high-quality care. Care staff told us the management team are approachable and always there to help or advise when required. A member of care staff told us, *'Everyone is friendly and really caring of each other'*.

The service has a robust and safe system for recruiting staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. Throughout our inspection, we saw there was sufficient care staff on duty to support people and the service does not rely on agency staff. The service recognise the importance of staffing consistency and utilise care staff who are known to people at the service.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to a variety of training opportunities, and care staff have completed a good level of training. A member of care staff told us, *"The Deputy covers a topic each month in staff meeting, such as care plan documentation or anything that is cropping up. They are really up on the training."*

Care staff are provided with regular one-to-one support, through timely supervision and annual appraisals. This is in addition to the daily support care staff are provided by management when required. A member of care staff told us, *"You can talk to anyone and get any help, they are all approachable."* Exemplary leadership ensures highly motivated

and skilled care staff are developed at the service, ensuring the care and support provided to people remains at a high standard.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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