Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llwyngwian Fawr

Dyffryn Ardudwy

01341247389

Date of inspection visit: 3 September 2025

Service Information:

Operated by:	Achieve Together Ltd.
Care Type:	Care Home Service. Adults Without Nursing.
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health.
Registered places:	4.
Main language(s):	Welsh and English.
Promotion of Welsh language and culture:	The service can provide an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Ratings:

Well-being	GOOD
Care & Support	GOOD
Environment	GOOD
Leadership & Management	GOOD

Summary:

Llwyngwian Fawr provides care and support in accordance with its Statement of Purpose, providing a safe and nurturing home for people with a learning disability and mental health condition.

The service is delivered by a competent and committed care staff team who have the necessary skills and knowledge to meet people's needs effectively. Staff retention is strong, and care staff report feeling well supported in their roles. The service benefits from clear and effective leadership, with oversight provided by a manager, regional manager, and Responsible Individual, ensuring robust governance and accountability.

The service is rated Good across all four themes: wellbeing, care and support, environment, and leadership and management.

Findings:

Well-being GOOD

People are supported to have control over their day-to-day life choices, and their views are respected. Care staff provide person-centred support and model positive behaviours. People regularly participate in community meetings where they are encouraged to share their views with peers. Keyworker sessions provide opportunities for people to express their wishes and feelings in a one-to-one setting. An independent advocacy service is available, enabling people to have their voices heard outside of the home environment. People are actively consulted about their care through annual review meetings, discussions with care staff, and input from health professionals. These reviews consider the views of people, their families, care staff, and professionals to assess and plan for care and support needs.

People have access to both physical and mental health support services. They are registered with appropriate primary and specialist health and social care services within the local area. Care staff demonstrate an understanding of people's emotional needs and have access to external professional advice to support a sensitive and informed approach to care delivery.

People spend time with those who are important to them and who have a positive impact on their lives. Care staff recognise the importance of nurturing positive relationships to support well-being outcomes. Care staff understand their responsibilities in supporting people maintain contact with key individuals. They are also aware of their safeguarding duties and have access to advice and support from the manager, regional manager, Responsible Individual, and the local safeguarding authority.

People live in a home that supports their well-being. Bedrooms are suitably furnished, personalised, and provide private space. They have opportunities to socialise and access facilities that promote independence. Health and safety checks are routinely completed to ensure the home is safe for both people, care staff and visitors. People are actively involved in caring for animals and maintaining the grounds, which supports a secure and stable home environment. This engagement supports people to develop, flourish, build a sense of identity, and feel safe.

Care & Support — GOOD

Personal plans contain clear and constructive information for care staff about the agreed care and support arrangements and how these will be provided. They reflect people's individual needs, preferences, and the outcomes they wish to achieve. Plans are reviewed on an ongoing basis and provide a framework for people, their families, representatives, and care staff to monitor progress and evaluate whether personal outcomes are being met. Provider assessments include details about people's care and support needs, compatibility with others living at the home, and the potential impact on the wider environment. Personal outcome goals are recorded, and once achieved, new goals are developed to ensure continued progress and success.

Records show that care staff consult with health professionals when people's health fluctuates, ensuring timely access to medical care and treatment. People have access to external mental health services for treatment, advice, and support. Care staff are equipped with practice techniques to respond appropriately to behaviours and risks, and they support people to attend appointments and consultations. Medication is securely stored, and the recording of administration is effective and well-managed. Care staff are committed to developing their knowledge and skills through mandatory and additional training. Care staff confirmed they can access further training tailored to individual needs, and that the training provided is valuable and applicable to practice, benefiting the people they support.

The service offers an 'Active Offer' of the Welsh language. A written guide is provided to people, placing authorities, and representatives, outlining key information about the service. People are supported and encouraged to develop independent living skills. They engage in household tasks such as laundry and cleaning, and participate in social and leisure activities including shopping, animal care, gardening, cooking, and outings to places of personal interest. These activities promote integration, independence, and well-being.

Social and educational activities are embedded into daily routines, and care staff support people to further develop their skills. There are sufficient care staff with the knowledge, skills, and competence to meet people's individual well-being needs. Observations confirmed care staff use appropriate language and communication aids. Due to effective recruitment and retention, continuity of care is strong.

Environment GOOD

The home is a detached smallholding situated on six acres of hillside, offering a peaceful and spacious setting. It is within walking distance or a short drive from a nearby village with local amenities, and people can access community-based activities in larger towns and cities via public transport.

An external inspection confirmed that the surrounding areas are tidy and well-maintained, particularly considering the presence of animals on-site. An internal inspection found that the areas used by people and care staff are safe, clean, and orderly.

A wooden lodge adjacent to the home provides a dedicated and secure space for the manager and care staff to carry out administrative tasks. Confidential records relating to both people and care staff are stored electronically and securely. The home itself is secure, with the main entrance locked and accessible via keys held by both care staff and people. Regular health and safety checks, including fire safety inspections, are completed to ensure the environment remains safe. Care staff supervision and performance reviews are conducted in the wooden lodge to maintain confidentiality during discussions.

The regional manager and Responsible Individual carry out both announced and unannounced visits to the home. These visits include environmental assessments and provide opportunities for people to share their views about their living environment.

Leadership & Management — GOOD

Leadership and management of the service is strong. Performance is routinely monitored, and there is a clear strategic direction for future development. The Statement of Purpose outlines the service's aims and objectives, policies, procedures, and quality assurance processes. Care staff retention is good, and care staff report feeling well supported. Care is provided on a one-to-one basis, ensuring people receive the support they need to remain safe and well. The service monitors people's progress and provides additional support when required.

The Responsible Individual visits the service in person to monitor performance against the Statement of Purpose and to inform the quality-of-care review. A robust deputising system is in place to ensure effective day-to-day leadership when the manager is unavailable. People are supported to complete quality assurance questionnaires, enabling management to review and adapt support in line with people's wishes and feelings.

Policies and procedures are proportionate to the service and aligned with the Statement of Purpose. People receive care from a stable and consistent care staff team. Care staff use positive and good-natured humour to build trust and support people feel safe and secure. Care staff know people well and place their well-being at the centre of their practice. Observations confirm that people are comfortable with care staff and enjoy positive interactions.

Care staff are supported by the manager through daily conversations, one-to-one supervision, and annual performance appraisals. The supervision matrix confirms care staff receive reviews of their performance. Care staff report receiving good support and advice from colleagues and management, which is essential when responding to fluctuating needs and behaviours of people. The training matrix demonstrates care staff receive both mandatory and optional training to underpin and develop their knowledge in response to people's individual needs.

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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