



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Arfryn



Alltynap Road, Johnstown, Carmarthen, SA31 3QY



01267231589



<https://accomplish-group.co.uk>

The inspection visits for this service took place between 16/07/2026 and 04/08/2026

Service Information:

Operated by:	Accomplish group 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:	7
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Ty Arfryn is situated in the outskirts of Carmarthen town providing care and support to adults with functional mental health needs and/ or learning disabilities.

The well-being outcomes of people is “Excellent” as care staff empower people to thrive by providing many opportunities to maintain, develop and explore their interests, strengths and skills.

The care and support people receive is “Good,” as care workers provide care and support in a way that considers people’s wishes, aspirations, risks and specialist needs.

The environment in which people live is “Good,” as people benefit greatly from living in a home which is suitable to their individual needs.

The leadership and management of the service is “Excellent” as leaders promote an exceptionally strong, positive culture in the service where people, relatives, care staff and professionals feel listened to and valued.

Findings:



Well-being

Excellent

People living at Ty Arfryn experience excellent well-being because care staff encourage and support them to live fulfilled lives. Care staff empower people to thrive by providing opportunities to maintain, develop and explore their interests, strengths and skills. People take part in activities within the service and in the wider community, including volunteering and skills-based opportunities.

The management team promote an extremely positive culture supporting people to achieve their goals and aspirations. People proudly told us their confidence had significantly increased, enabling them to use community-based transport without support. People also told us about new skills they had gained, including attending a blacksmith's course. Care staff and leaders celebrate success throughout the service. They display people's achievements visually through an "Achievement Tree" in a communal area of the home. A relative said, *"They are an excellent service I can now sleep at night"*. A professional told us, *"The service has a very positive impact on people's lives by promoting independence, wellbeing, and confidence"*.

People benefit from a strong and sustained culture of openness without judgement. Care staff treat people with dignity and respect and demonstrate a strong value base. They know people extremely well and see them as individuals. The service actively celebrates diversity and promotes a real sense of community. People, care staff and managers communicate openly and comfortably, which strengthens trust and respect and significantly enhances people's emotional and psychological well-being.

Care staff prioritise people's well-being and safety by identifying and managing risks effectively. Care staff understand safeguarding and risk management procedures and receive appropriate training. The management team supports care staff through comprehensive personal and environmental risk assessments and detailed audits. Care staff can access internal positive behaviour specialists and external professionals when needed. Leaders analyse all accidents and incidents and implement learning. People live in personalised accommodation that they take ownership of and describe as home.



Care & Support

Good

Care workers provide care and support in a way that considers people's wishes, aspirations, risks and specialist needs. The provider gathers useful information from professionals and others already involved in people's care and support. Staff develop personal plans in partnership with people, their representatives, relevant professionals and the provider. Personal plans are person centred and strengths based, and they place people at the heart of the service. The service is working to improve how staff record and evidence the goals and outcomes people achieve. We found personal plans regularly reviewed and focus on outcomes. The provider allocates key workers who know people well. Care staff keep people safe through strong risk assessments and a consistent service-wide approach to safeguarding.

Skilled care staff support people and understand their individual needs and preferences well. The service benefits from improved team stability and has a core group of experienced care workers who know people well and guide newer staff. An outstanding management team, alongside the wider organisation, provides care staff with strong support. Care staff access high-quality training that reflects people's care and support needs. Good-quality personal plans give care staff clear guidance about how best to support people to achieve their goals.

Staff promote and personalise people's health and well-being because they know people well. Comprehensive electronic care planning records give care staff clear information about people's health needs and histories. Care staff support people to attend and participate in health checks. We found good evidence that the service works in partnership with internal and external health and social care professionals. One professional told us, "*Great service*" and "*They always work with us*". Care staff encourage and support people to take part in a range of in-house and community-based interests and activities that promote their health and well-being.

Care staff manage people's medication safely. The provider has recently relocated the medication room, which now provides a better space for storing and managing medication. The room is spacious, secure and well organised, and care staff record temperature checks daily. We saw detailed audits and governance arrangements, with clear oversight from the manager and responsible individual (RI). Team leaders oversee the management and administration of medication, and all medication records viewed were accurate and appropriate.



Environment

Good

People benefit greatly from living in a home which is suitable to their individual needs. The service is welcoming, homely, having a family feel to it. People told us they are happy, with relatives saying they are always made to feel welcome. The home is nicely decorated throughout and being well maintained. People's bedrooms are individualised and personalised with differing colour schemes and personal items.

People have good internal space of which they enjoy spending time with each other, with care staff or visiting relatives. The kitchen/ diner area was a hub of activity where people frequently spend time. Throughout the communal areas the achievements of people are recognised in photographs and an achievement tree proudly displayed on the wall. The outdoor area provides nice views of the surrounding area and includes a large rear garden and car park. There is also a pleasant patio area where people were sitting with staff enjoying the summer sun. There is a poly-tunnel being well used by people in growing vegetables. A care worker with skills and a real interest in gardening is looking to extend this to people in other services managed by the provider.

People's care and support needs are met through the provider's consistently effective safety management systems, which successfully anticipate and manage risks in the home. We saw all relevant maintenance checks and health and safety certificates in place. Fire safety systems are appropriate, supported by annual risk assessments completed by external fire safety professionals. Regular fire evacuation exercises are carried out at different times by well-trained care staff. The provider maintains the building to a high standard with care staff having access to a wider organisational maintenance team. There are good quality personal and environmental risk assessments in place monitored by comprehensive governance and oversight arrangements.



Leaders promote an exceptionally strong, positive culture in the service where people, relatives, care staff and professionals feel listened to and valued. The operational manager, supported by the responsible individual (RI), have established a positive and proactive approach across the service. They are both highly respected and well known by people, their representatives, care staff and external professionals. Relatives described the manager as an “*Excellent manager*” and said, “*They really do care about people*”. Care staff describe the manager as “*fantastic*” and “*so supportive*”. Leaders maintain highly effective communication through communication boards, daily handover meetings, house meetings and monthly meetings for day and night care staff.

Managers provide care workers with strong work-based support and promote staff wellbeing. We found high-quality supervision and appraisal processes. Leaders show a strong commitment to developing staff skills at all levels. Staff benefit from excellent development opportunities with several members of the management team having progressed in the service. The manager encourages innovation and recently introduced a “share and shine” initiative, where care staff meet managers informally over coffee. The service celebrates the achievements of staff and people through achievement boards, internal activities and the organisation’s social media channels.

Leaders promote equality, diversity and inclusion across the service. They uphold equal opportunities and anti-discriminatory practice for people and care staff with protected characteristics. The service actively celebrates equality and diversity appointing an equality and diversity champion, who provides information and support to people and staff. We saw an equality and diversity notice board with useful information. Staff use language that respects individual identities, avoids harmful grouping and promotes fairness. The provider has appropriate and proportionate policies and procedures that meet people’s needs, and staff understand and implement them in practice.

Leaders involve commissioners, professionals, staff and people in extensive quality assurance processes and use their feedback to drive continuous improvement. Governance arrangements are robust and well embedded, including high-quality quarterly and six-monthly reports. The management team completes a broad range of detailed audits, identifies emerging issues early and addresses them promptly. A professional who knows the service well described communication as “*very good*” and said leaders act on feedback in people’s best interests.

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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