



Llys Afon



Cardiff



02920562336



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

Date(s) of inspection visit(s): The inspection visit took place on 14/10/2025

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:	2
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

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Llys Afon is a small specialist care home in Cardiff, with local amenities and attractions within easy reach. The service provides high quality care. It is registered to provide services to adults, with a learning disability and/or functional mental health needs.

Well-being is rated as excellent because people receive a service that is highly person centred, that creatively enables them to achieve and exceed their health and well-being outcomes.

Care and support are rated as excellent because a consistent team of kind considerate care staff know people well. They are knowledgeable, well trained and deliver effective care which supports people to live happy and healthy lives. Comprehensive and up-to-date care documentation is maintained.

The environment is rated as good because people live in their own personalised, clean, comfortable and well-furnished accommodation. The environment remains safe, secure, and well-maintained.

Leadership and management are excellent, because they have the skills, knowledge, expertise and drive to ensure people experience the best possible care. The manager is effective and responsive, ensuring people's needs are met, which enables people to achieve excellent wellbeing outcomes. The provider has exceptional oversight of the service.

Findings:



Well-being

Excellent

People's emotional and psychological well-being is consistently promoted and supported by care staff. They understand each person thoroughly and respond to their emotional needs with care and empathy. There are comprehensive communication plans which detail non-verbal cues, triggers, and optimal support strategies. During our visit, we observed care staff addressing emotional needs sensitively and communicating effectively with the people they support. The team has established innovative approaches to promoting well-being, such as using memory books, with photographs of the person enjoying trips out, seasonal celebrations, holidays, and birthday celebrations.

People are treated with dignity and respect. Care staff offer choice in all aspects of daily life, including meals, activities, and routines. The service provides a diverse range of person-centred activities, including community outings, holidays, and opportunities for meaningful engagement. People receive support to maintain relationships with family and friends, and their cultural needs are respected. The service excels in helping people achieve their goals, with many examples of exceptional support which have greatly improved their lives.

People are supported to lead fulfilling lives through a consistent emphasis on person-centred care. We saw personal plans tailored to individual needs and reviewed regularly to ensure they remain relevant. The service designs care around each person's specific needs, preferences, and interests, with support focusing on maintaining good health, promoting independence, and enhancing overall quality of life. A relative expressed strong confidence in the leadership and the care team's ability to understand complex needs and foster positive relationships. They were highly complementary about the care provided over several years, noting a significant improvement in people's quality of life and well-being. They described the team as consistently going *"Above and beyond, showing compassion, respect, and strong work ethics."*

People are safeguarded from abuse and neglect, with robust systems for risk management and prompt action when concerns arise. There are measures in place to ensure medication is safely stored and administered. Care staff receive safeguarding training and are aware of the procedures for reporting concerns. Risks to people's health and safety are assessed and managed effectively, helping to promote people's well-being. Appropriate legal safeguards are in place, and the service fully understands their role in ensuring people live in the least restrictive way but remain safe. Safeguarding policies are robust, ensuring people are protected from abuse and neglect.

At inspection, we identified no people required a service in Welsh. However, the service is mindful to support people to celebrate and identify with the culture.



Care & Support

Excellent

People receive exemplary care and support to achieve their personal outcomes. Personal plans reflect a high standard of person-centred care, clearly capturing individual choices, routines, and goals. Plans are outcome-focused, clearly reference specialist health assessments and are regularly reviewed to ensure they remain responsive and meaningful. Comprehensive risk assessments highlight people's sensitivities and possible reasons for distress. Documentation clearly informs care staff effective strategies to support emotional well-being. We observed professional, friendly and personalised interactions from care staff. There is a supportive and enabling culture at the service which encourages people to do as much for themselves as possible. One person has developed their own funeral plan with the support of care staff and management.

People's communication needs are well understood, with detailed communication passports in place where needed. Care staff demonstrate a strong understanding of individual needs, preferences and communication styles. We observed care staff engaging with people in a caring manner, attentively observing their behaviour and responding appropriately. An external health professional stated care staff have *"Excellent relationships with residents and know them well."*

People's health is actively monitored, with care staff promptly recognising any changes and making swift referrals to healthcare professionals when needed to maintain physical wellbeing. The service works closely with health professionals when arranging and supporting appointments, ensuring plans are in place to minimise risks. We observed excellent examples of the service acting as a strong advocate for people, ensuring they receive the best possible primary healthcare outcomes.

People receive excellent support with their medication, ensuring their best interests are always prioritised. Care staff are well-trained and competent in medication administration, with regular audits in place to maintain high standards. Medication Administration Records (MAR) are accurately completed. Through close collaboration with health professionals, the service has achieved significant improvements in health and wellbeing, including successful medication reduction and the management of complex health needs. For people, this means a better quality of life; for example, one person is now more comfortable, content, and happy, enabling greater engagement in community activities. Health professionals also confirmed the service works effectively with the wider multidisciplinary team to optimise outcomes for people.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities; we observed infection control practice to be good throughout the home.



Environment

Good

People live in accommodation that supports their well-being. Llys Afon provides accommodation in two adjoining flats, each with its own kitchen, bathroom, bedroom, and living/dining area. While there are no indoor communal areas, the layout promotes independence and privacy. The environment is comfortable, well-maintained, and personalised to individual preferences. Sensory equipment is available where needed. Throughout our inspection, there was a relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service. A health professional commented on the *“Pleasant environment.”*

The building landlord is responsible for maintaining the exterior of the property. There is a suitably sized car park, and the outside areas are communal, shared with other flats in the building, meaning there is no private outdoor space. While there are paved areas, there is no grass or garden area. We noted some external maintenance is required, including the removal of weeds and repair of the damaged fence around the patio. Care staff support residents to visit a nearby park, providing a more pleasant outdoor environment.

People benefit from living in a safe, well-maintained environment supported by robust systems for servicing and upkeep. The home is clean, tidy, and decorated in a low-arousal style to promote comfort and wellbeing. Security measures are appropriate, with locked main doors and individual flat access. Health and safety are prioritised through regular internal checks by care staff, who promptly address repairs to ensure facilities and equipment remain safe and operational. Hazardous substances are stored securely, and routine maintenance checks are completed with all required safety certificates in place. Fire safety measures are evident, including equipment and fire doors throughout the home. Each person has a clear Personal Emergency Evacuation Plan (PEEP), and care staff receive training in fire safety and participate in regular drills to maintain the highest level of preparedness.



Leadership & Management

Excellent

The service benefits from strong and effective leadership. A dedicated and experienced manager ensures people remain at the centre of a well-organised and smoothly run service. The manager consistently demonstrates compassion towards both care staff and residents, creating an environment where all individuals feel valued and supported. This commitment is evident through actions that go beyond the standard expectations of the role, reflecting a strong sense of responsibility and professionalism. Such actions highlight a deep dedication to enhancing well-being and promoting a positive, caring culture throughout the service. Comments from staff include *“The positive environment for both staff and residents makes Llys Afon a great place to work.”*, *“The manager is very approachable and responsive”* and *“***** is an amazing manager.”*

People experience excellent outcomes thanks to a consistent and stable staff team who are skilled and knowledgeable. Care staff receive thorough training and strong support in their roles. Robust recruitment and vetting processes safeguard people by ensuring only suitable staff are employed. Regular supervision, annual appraisals, and purposeful team meetings provide opportunities for reflection, knowledge sharing, and professional development. The manager offers exceptional support for staff well-being, including practical assistance during personal challenges and flexibility in shift planning.

The service operates under strong organisational arrangements, governance, and oversight to ensure smooth operations and high-quality care. A proactive and empowering approach is evident, with a consistent focus on achieving positive outcomes for every person receiving a service. The organisation’s statement of purpose clearly sets out its vision, values, and goals. The Responsible Individual provides effective oversight through regular visits and comprehensive quality assurance processes. The service uses electronic systems for audits, incident reporting, and record management. Robust policies and procedures are regularly reviewed. Prompt action is taken when incidents or concerns arise. Feedback from relatives, professionals, and staff is overwhelmingly positive, reflecting a strong commitment to delivering high-quality, person-centred care.

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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