Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Glais House Care Ltd

Glais House Care Ltd, Glais House Nursing Home, 615 Birchgrove Road, Swansea, SA7 9EN

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www.glaishouse.com

The inspection visits for this service took place between 28/10/2026 and 05/11/2026

Service Information:

Operated by:	GLAIS HOUSE CARE LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people with a physical disability, Care and support for people with mental health needs, Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability
Registered places:	50
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
Environment	Excellent
Leadership & Management	Excellent

Summary:

Glais house is an exemplary service providing support to people with personal care and support needs and/or nursing care in the village of Glais in Swansea.

People achieve excellent wellbeing outcomes through highly personalised care that promotes choice, independence and dignity. Strong risk management, innovative approaches to monitoring wellbeing, meaningful relationships and community connections ensure people remain safe, engaged and valued. A welcoming, homely environment further enhances quality of life and supports outcomes that consistently exceed expectations.

Care and Support is excellent. People receive outstanding, person-centred care from knowledgeable and compassionate staff who understand their individual needs and aspirations. Robust safeguarding, effective risk management, excellent medication practices and strong healthcare partnerships ensure people are safe and supported. High-quality care delivery consistently promotes positive outcomes, wellbeing and independence.

The environment is excellent. People live in an exceptionally well-maintained, welcoming and purposefully designed environment that promotes independence, inclusion and wellbeing.

Accessible facilities, specialist equipment and attractive communal and outdoor spaces enrich daily life. Comprehensive maintenance, health and safety checks and ongoing investment ensure the environment remains safe, comfortable and responsive to people's needs.

Leadership and Management is excellent. The service benefits from inspirational management, strong governance and a culture of continuous improvement. Effective quality assurance systems, meaningful engagement with people, relatives, staff and professionals alongside responsive management drive excellent outcomes. Staff are well trained, supported and motivated, creating a stable, skilled workforce that consistently delivers high-quality care and support.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, achieving excellent outcomes through highly personalised care that consistently reflects their wishes, preferences and changing needs. People tell us they are listened to, respected and able to make choices about their daily lives. For example, one person receiving end-of-life care had comprehensive plans covering pain management, nutrition, skin integrity, emotional support and advanced care wishes, which had been updated within the week of inspection to reflect changing needs. Relatives told us, *"Moving here has made such a positive difference to their quality of life."* with another reporting their family member had gained weight and become more responsive. We observed positive staff interactions and reviewed records showing ongoing nutritional monitoring, monthly weight reviews and healthcare involvement.

People are safe and protected from abuse and neglect, because staff understand their safeguarding responsibilities and robust systems effectively identify, monitor and manage risk. Comprehensive risk assessments, regular reviews and effective monitoring of nutrition, hydration, skin integrity and healthcare needs support people safely whilst promoting independence. Medication management is particularly strong, supported by electronic systems, regular auditing and clinical oversight. Recommendations arising from previous safeguarding concerns have been embedded into practice. Previous safeguarding concerns have been appropriately investigated and used as opportunities for learning and service improvement. A professional stated, *"The staff know the residents well and respond appropriately to their individual needs"* whilst relatives consistently report confidence that their loved ones are safe and well cared for.

People are supported to cultivate safe and healthy relationships and remain connected to what matters most to them. We observed warm, respectful and meaningful interactions between people and staff throughout the inspection, with one commenting, *"The staff go above and beyond to ensure my relative is happy, comfortable and well cared for."* People are supported to maintain family relationships, access faith-based support, participate in activities and engage with their community. Resident meetings provide opportunities to influence activities, menus and events, and observations show staff responding sensitively to individual needs, reducing anxiety and promoting inclusion, belonging and emotional wellbeing.

People live in accommodation that supports their well-being outcomes, within an environment that significantly enhances quality of life. The home is clean, welcoming, homely and well maintained, with ongoing investment in refurbishment, technology, equipment and outdoor spaces. People benefit from accessible communal areas, gardens and recreational resources that support both independence and social engagement. Feedback from stakeholders is overwhelmingly positive, with one relative stating, *"The home is always clean, welcoming and feels homely."*

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes, and experience highly individualised care that consistently delivers positive outcomes. Staff demonstrate an exceptional understanding of people's histories, preferences, communication needs and aspirations, enabling support that is tailored, responsive and meaningful. Care plans are detailed, regularly reviewed and adapted as needs change, ensuring people continue to receive the right support. Observations, records and feedback received provide consistent evidence of people being treated with dignity, kindness and respect. Relatives describe the care as *"outstanding"* and report staff *"go above and beyond"* to ensure people remain comfortable, engaged and supported. The quality of relationships between staff and people using the service creates a culture where individuals flourish and achieve outcomes that exceed expectations. Innovative technology, including monitoring sensors and pain assessment software, supports the early identification of changes in wellbeing and enables prompt intervention.

People are protected from harm and abuse, because safeguarding practice is fully embedded within the culture of the service. Staff are knowledgeable and confident in recognising and responding to concerns, with clear reporting arrangements and strong partnership working with relevant agencies. Incidents, accidents and safeguarding concerns are reviewed thoroughly, with learning effectively translated into practice improvements. Importantly, people are supported to take positive risks and maintain their independence whilst remaining safe. Feedback received and records provide assurance that the service responds promptly and appropriately to concerns, promoting both safety and people's rights.

People's medication is safely managed through robust systems, strong governance and effective clinical oversight. Medication practices are organised, regularly audited and supported by electronic prescribing systems which prevent medicines being administered outside prescribed times. During inspection, a nurse confidently discussed a person's skin integrity concerns with a GP and was able to provide detailed, real-time clinical information, demonstrating effective record keeping and clinical oversight. We saw medicines are stored, administered and monitored safely, including those requiring additional safeguards. Staff show a good understanding of the purpose and impact of prescribed treatments and work closely with healthcare professionals to ensure people's health needs are effectively met.

People's risk of infection is minimised, through exceptionally effective infection prevention and control arrangements that are consistently maintained across the service. The environment is visibly clean, well maintained and welcoming, while staff adhere to good practice in relation to hygiene, cleaning and the use of protective equipment. Relatives commented on the high standards maintained throughout the home, with one stating it is *"always clean, welcoming and feels homely."* Infection control measures are integrated seamlessly into daily life, ensuring people remain protected without compromising comfort, dignity or quality of life.

Environment — Excellent

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service provides a welcoming and thoughtfully designed environment that enhances people's quality of life. The layout promotes independence, choice and inclusion, with a variety of communal and quiet spaces that allow people to engage in social activities or spend time privately according to their preferences. We see people confidently using different areas of the home throughout the inspection, demonstrating familiarity with their surroundings and freedom of movement. The environment has been carefully adapted to meet the needs of people living with complex physical and cognitive needs, whilst retaining a warm and homely feel. Accessible facilities, specialist equipment and well-planned outdoor spaces enable people to continue participating in meaningful activities and interests that are important to them. Feedback from stakeholders is consistently positive, highlighting the significant contribution the environment makes to people's wellbeing. Relative s commented positively on the atmosphere and the quality of facilities available. We find the environment does more than meet people's needs; it actively enriches their daily lives, promotes engagement and supports outcomes that exceed expectations.

The provider demonstrates an outstanding commitment to maintaining a safe, comfortable and high-quality environment through robust oversight, proactive investment and comprehensive health and safety arrangements. Records demonstrate comprehensive testing, servicing, maintenance and environmental audits which ensure the premises and equipment remain safe and effective. We found clear evidence that identified issues are addressed promptly, and improvements are planned proactively rather than reactively, ensuring standards remain consistently high. Management oversight is particularly effective, with maintenance schedules, audits and monitoring systems providing assurance that risks are identified, mitigated and reviewed. Ongoing investment in refurbishment, equipment and environmental improvements demonstrates a strong commitment to continuous development and ensuring the environment evolves with people's changing needs. This includes the addition of a basketball game and multi sports table game to keep people interested in sports, active and involved in physical activities. Importantly, health and safety measures are embedded seamlessly into daily practice without creating an institutional atmosphere. The home remains comfortable, personalised and welcoming whilst providing high levels of protection.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Leadership within the service is highly visible, values driven and focused on achieving the best possible outcomes for people. Governance systems demonstrate an ability to identify, investigate and learn from incidents, complaints and safeguarding concerns. Previous concerns relating to medication management, communication, admission processes and people's changing needs have resulted in reviews, staff training, strengthened oversight and ongoing monitoring. During inspection we found evidence that actions arising from previous investigations had been embedded into practice and were subject to continued review. Audits are meaningful and lead to tangible improvements, demonstrating a culture of continual reflection and development rather than simple regulatory compliance.

The management team has created an open and inclusive culture where the views of people, relatives, staff and professionals are actively sought and valued. This is used to shape service development, with clear evidence that concerns, suggestions and compliments inform improvements. Stakeholders consistently describe management as approachable, responsive and committed to maintaining high standards. One relative noted that communication is excellent and that they are always kept informed about matters affecting their family member. Professionals also speak positively about the leadership of the service and the constructive approach taken to partnership working. This culture of openness, accountability and engagement promotes confidence in the service and contributes significantly to positive outcomes for people.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. The provider demonstrates a strong commitment to workforce development, supervision and ongoing professional support. Training compliance is consistently high and includes both mandatory and specialist subjects relevant to the needs of people living in the service. The service has operated without agency staff for more than two years. This provides people with consistent support from familiar staff who understand their preferences, recognise changes in their wellbeing and have developed trusted relationships with them. Observations show interactions are consistently respectful, compassionate and person centred. Staff are empowered to make informed decisions and adapt support to meet changing needs, creating a skilled and confident workforce capable of delivering exceptionally high standards of care.

There is a clear link between the quality of leadership, staff wellbeing and the outcomes achieved for people. Effective communication systems, regular meetings, supervision and reflective practice promote accountability and shared ownership of quality. Relatives frequently comment on the dedication and professionalism of staff, with one describing the team as *“absolutely amazing.”* The positive culture that exists throughout the service is evident in the consistency of care, the stability of the staff team and the high levels of satisfaction expressed by those living in the service.

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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