



Hillside Care Home



Hillside Carehome, Ffynone Road, Swansea, SA1 6DE



01792989200



www.jupitercare.com

Date(s) of inspection visit(s): The inspection visit took place on 03/09/2025

Service Information:

Operated by:	Jupiter Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	58
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

People have excellent well-being in Hillside. They have a voice, are listened too and influence decisions in the service. There are a range of activities both on a one-to-one basis or in group settings that people can engage in. Feedback from people living in the service and their relatives was overwhelmingly positive.

People are provided with good care and support in the service. Personal plans are reviewed routinely and give a good overview of people and their care needs. People and relatives told us they are encouraged to participate in the development of these. Relatives told us communication with the service is good and feel their relatives are well looked after.

The environment is excellent and well thought out. Bedrooms are personalised and homely. The provider invests in the service regularly, carrying out refurbishment works as needed. Furniture and all areas of the service are in good state of repair. People have choices of different areas both indoor and outdoors to spend their time and all of these areas are secure yet homely.

Leadership and management is excellent. Care staff are happy in their roles and are supported and trained well. The manager and Ri are visible in the service and there are very robust oversight tools

in place to ensure the consistent delivery of high-quality care and support to people. Care staff are valued by the provider, and this is highlighted by the positive culture in the service.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives. People and/ or their relatives are consulted from the onset of provision of care in Hillside to ensure their needs can be met. Feedback from people or their representatives confirmed this and told us they are involved in the documenting of their personal plans and reviews. We saw people are encouraged to make their own choices wherever possible from the clothes they want to wear, what they want to eat and where to spend their time. There is a timetable of activities available to people in the service which also includes visits to various places in the community with the use of the services adapted minibus. People went out during the inspection, and we saw various activities taking place throughout the day. People recognise the care team and management who are visible and engage with them to obtain their continuous feedback about the service so they can drive improvements and to maintain robust oversight.

People are protected from harm and neglect. The service has multiple policies and procedures in place to ensure the smooth running of the service. Deprivation of Liberty Safeguards (DoLS) are in place for people who do not have the capacity to make decisions about their care and accommodation. Safeguarding training is mandatory for all staff in the service. The service has security measures in place to keep people safe. The service has maintenance personnel in place who ensure the service premises is maintained and consistently safe for people. The provider has robust and thorough procedures in place to ensure care staff recruited are suitable to work with vulnerable adults.

People are supported to cultivate safe and healthy relationships. During the inspection we saw lots of relatives and friends visiting people in the service, we saw care staff welcoming these visitors and offering hot drinks to them. There were several activities taking place throughout the day, and a performer also visited to entertain people. We observed these activities and saw people smiling, singing and enjoying the music and sensory items that were available to them. There is good camaraderie between people in the service and good, wholesome friendships were witnessed. Care workers have a very caring nature towards people with genuine fondness evident.

People live in accommodation that supports their well-being outcomes. People can choose where to spend their time, from staying in their own rooms, to joining in one of the several communal lounges or quiet rooms or outdoor areas which are available on every floor. The whole service is excellently presented and is very well maintained. The provider consistently invests in the service to ensure it continues to meet the needs of people and is proactive to refurbish areas routinely.



Care & Support

Good

People receive good quality care and support to help them achieve their personal outcomes. We looked at several care files and looked at care documentation including personal plans, risk assessments, records and more. All documentation is stored electronically in the service using a software programme which also enables care staff to record in real time through handheld devices which they keep on their person. Personal plans seen contains good information about the individuals, what matters to them and any risks associated with their health or care needs. Pre-admission assessments are detailed and reviewed after admission into the service to ensure they remain accurate. Care staff confirmed, care documentation is easy to follow and understand. Risk assessments are in place to minimise any identified risks to people and these along with personal plans are reviewed routinely or more frequently if things change. Feedback from people living in the service included: *"I'm Involved in decisions about my care always"*, *"I'm Independent as much as possible, have control over my day and can make my own choices"* and *"I'm involved in my care and choose how I want to be cared for"*.

People are protected from harm and abuse. Safeguarding training is mandatory for all care staff and those spoken with have good knowledge and understanding of their role and responsibilities to safeguard the people they support. The security measures in place include keypad entry doors, an electronic sign in device with facial recognition and secure outdoor areas so people can enjoy some fresh air safely. Policies and procedures are in place to ensure the smooth running of the service; this includes the safeguarding policy which is up to date with current legislation. Deprivation of Liberty Safeguards (DoLS) authorisations are requested for people who do not have capacity to make decisions about their care, support, and accommodation themselves.

People's medication is safely managed. Medication is stored securely in the service in designated rooms and trolleys. All medication records are stored electronically; we viewed a selection of electronic Medication Administration Records (MAR's) and found these to be completed correctly and effectively with accurate stock level checks in place. We saw temperature checks and controls in place to ensure safe medication storage and prevent any spoiling. Monthly internal medication audits take place as well as bi-annual audits conducted by the local health board. Overall, there are good procedures in place to monitor people's health however more frequent recordings would enhance this further.

People's risk of infection is minimised. We observed effective use of Personal Protective Equipment (PPE) during the inspection and saw sufficient stocks of this. The service has a team of domestic staff, is clean and tidy and there are good procedures in place for laundry and deep cleaning rotations.



Environment

Excellent

People live in an excellently presented environment with appropriate and well-maintained facilities and equipment. Since the last inspection a new roof has been installed in the service, and the RI has invested in specialist equipment to minimise risks from potential lightning strikes to the building. This is to prevent any outages to electrical equipment which is essential in many aspects of the care home including air flow mattresses, lighting and the electronic server and care system in place. The entrance hallway has also been refurbished since the last inspection. Including a new main entrance door and installation of the electronic sign in system. There are four floors in the service and all are accessible via lifts which are well maintained. On each floor people have access to several communal areas, including kitchens, quiet and larger lounges/ dining areas. The service's main kitchen is on the ground floor and there is also a hair salon in the service which is open two days a week. Several inviting outdoor areas are available with seating to enjoy the views over Swansea Bay. Bedrooms are distributed over all floors and those seen are homely, personalised and clean. The laundry room is well organised; equipment seen is in good working order and chemicals and substances hazardous to health are stored securely under the COSHH guidelines when not in use. The most recent visit to the service from Environmental Health awarded the kitchen a 5 – very good rating for food hygiene. There are consistently effective procedures in place to maintain the cleanliness of the kitchen and good stocks and variation of food is available.

There are excellent and robust procedures in place to identify and minimise risks to health and safety in the service. The service is very clean and there is a dedicated team of domestic and laundry staff who work tirelessly to maintain this and minimise the risk of infection. There is also a maintenance team in the service who ensure there are consistently good maintenance procedures in place. Daily, weekly, monthly checks of areas within the home are completed, this includes daily environmental checks, fire alarm and equipment checks and more. The fire risk assessment had been reviewed within the last 12 months and there are personal emergency evacuation plans in place for people. We saw Certificates are in place to confirm annual servicing of utilities within the service are up to date. The provider has an ongoing programme of refurbishment in place to ensure elements of the service are upgraded as and when needed.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. There is a dedicated manager in post who is supported by hard working deputies and the senior care team. The management team are visible in the service and respected by the care team. Feedback from people, relatives and care staff about the management team was positive with many comments including the approachability of them and the level of support they offer. There is a relaxed atmosphere in the service and good camaraderie between care workers, management and the whole staff team personnel. The RI is present in the service weekly and is known by all. The culture in the service is to strive for excellence, however the RI acknowledges the dedication and commitment this takes from all staff members and rewards them for this routinely to thank them for their efforts. Feedback from care staff indicated that there is excellent staff morale, and figures viewed in the rolling quality of care and assurance report confirmed relatively low staff turnover. This indicates continuity of care to people and maintenance of relationships between people and the care team.

There is excellent oversight of the service. The management team conduct routine audits in the service and these are all collated in the RI's overview quality report, we viewed this report which looks at all aspects of the service from staff sickness levels, care documentation, staff supervision and appraisals, and much more. There is a management team meeting every month to discuss this and what trends and patterns are developed and what actions are needed to improve or overcome any issues detected. This is an ongoing rolling document with these actions being revisited each month until they have been completed. People are encouraged to give feedback about the service directly to the RI and during resident meetings. Policies and procedures in place are reviewed routinely and support the service. The Statement of purpose reflects the service well and is reviewed as and when required.

People are supported by dedicated and content staff who are valued and well trained for their roles. Feedback was received from staff from almost all departments, and the majority of this was very positive. Comments included: *"The support I get in the Domestic role is outstanding"*, *"Amazing staff and amazing place to work"* and *"The team here is incredibly supportive. I feel that my colleagues genuinely care about one another and work together to create a positive atmosphere for both residents and staff"*. The care team are recruited safely, personnel files viewed contain the required documentation for safe recruitment, including references, ID checks and up to date Disclosure and Barring Service (DBS) checks. Most care staff are registered or working towards registration with Social Care Wales and Nurses are all registered with the Nursing and Midwifery Council as required to practice. Staff supervision and appraisals are up to date and there are consistent high levels of training completed routinely by the care team.

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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