Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Spring Meadows (Care) Ltd


Manorleigh Spring Meadows Care Ltd, 66-68, Cecil Street, Swansea, SA5 8QH

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**The inspection visits for this service took place between 14/10/2026 and 19/10/2026**

## Service Information:

| | |
|---|---|
| Operated by: | SPRING MEADOWS (CARE) LTD |
| Care Type: | Care Home Service<br>Adults Without Nursing |
| Provision for: | Care and support for people with a learning disability |
| Registered places: | 8 |
| 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 | Good |
|  Leadership & Management | Good |

## Summary:

People experience excellent well-being, achieving exceptional outcomes through personalised support that promotes choice, independence and meaningful participation. People are actively involved in decisions about their lives and relatives describe the service as "*transformative*", with people enjoying opportunities, confidence and experiences they previously thought impossible.

People receive excellent, safe, person-centred care from staff who know them well and understand their individual needs. Care planning, health monitoring and risk management arrangements support positive outcomes and promote independence. Effective safeguarding, medication and infection control systems help ensure people remain healthy, safe and supported.

The environment is good. People live in a comfortable, welcoming and personalised home that supports their well-being and independence. Bedrooms reflect individual preferences and communal and outdoor spaces encourage social interaction and meaningful activities. The environment is clean and safe, with robust systems in place to monitor health, safety and maintenance standards.

People benefit from good leadership and management with effective arrangements that promote safe, consistent care. The dedicated and well-respected manager maintains oversight through

audits, quality reviews and engagement with people, relatives and professionals. Staff are appropriately trained, supported and valued, contributing to a positive culture focused on achieving good outcomes for people.

# Findings:

## Well-being — Excellent

People live healthily and safely with control over their lives, achieving exceptionally positive outcomes because support is genuinely person-centred and driven by individual strengths, preferences and aspirations. People are actively involved in decisions about their daily lives and future goals, with care planning reflecting what matters to them and how they wish to be supported. We saw evidence of people developing independence, learning new skills, participating in meaningful activities and achieving personal outcomes that enhance confidence and self-esteem. Care staff know people exceptionally well and provide support that promotes choice, dignity and rights. Relatives consistently describe the impact of the service as life changing, with one stating their family member has opportunities and experiences, such as holidays they "*never thought possible",* and thought staff are "*outstanding and so supportive*" People benefit from consistent support from staff who understand their communication methods, routines and individual needs. Care records, health monitoring and professional involvement show people receive timely support to maintain their physical and emotional well-being. Relatives and professionals express a high degree of confidence in the quality of care provided, with feedback highlighting people are safe, secure and consistently well supported.

People are safe and protected from abuse and neglect because safeguarding is embedded within the culture of the service. Staff have a clear understanding of their responsibilities and support people in ways that balance safety with independence. Training, supervision and reflective practice ensure safeguarding principles remain central to service delivery. We observed interactions characterised by kindness, dignity, reassurance and genuine warmth, contributing to people feeling valued, secure and confident. Risk assessments are detailed, proportionate and focused on enabling positive experiences rather than restricting opportunities.

People are supported to cultivate safe and healthy relationships, enabling them to enjoy a strong sense of belonging and connection. Meaningful relationships with family, friends and the wider community are actively promoted and sustained. People participate in community activities, hobbies, events and charitable initiatives that reflect their interests and personal goals. Staff provide skilled support that encourages engagement, inclusion and valued social roles within the local community. Feedback received consistently highlights the warm, family-orientated culture of the service and the positive impact this has on people's confidence, happiness and quality of life.

People live in accommodation that supports their well-being outcomes, benefiting from a welcoming and personalised home that promotes comfort, stability and independence. Living spaces reflect individual preferences and support people to feel secure and in control of their environment. Communal and outdoor areas provide opportunities for social interaction, relaxation and meaningful occupation, including gardening and environmental projects in which people take an active role. The atmosphere throughout the service is calm, inclusive and nurturing.

## Care & Support — Excellent

Care and support is exceptionally well planned, highly personalised and delivered in a manner that consistently promotes people's wellbeing, rights, independence and achievement of personal outcomes. We reviewed care plans, daily records and health documentation which demonstrates a strong person-centred culture throughout the service. Care records contain comprehensive and detailed guidance about people's communication methods, life histories, preferences, routines, health needs, aspirations and what matters to them, enabling staff to provide consistently responsive and meaningful support. Records evidence regular and meaningful reviews involving people, relatives and professionals, ensuring support evolves in line with changing needs, wishes and goals. We saw warm, natural and respectful interactions throughout the inspection, with staff demonstrating an in-depth knowledge of people's individual preferences, personalities and aspirations. People receive support from a stable staff team who anticipate needs, respond sensitively and empower them to make choices and maintain as much control over their daily lives as possible. Daily records and health monitoring documentation demonstrates prompt and effective intervention when concerns arise, resulting in positive outcomes for people. Feedback received reflects a high level of confidence in the service, with one commenting that staff are "*patient, caring and professional and consistently work in ways that enhance people's quality of life".*

Arrangements to safeguard people are embedded within everyday practice and the promotion of independence, choice and positive risk-taking. Risk assessments are highly individualised, strengths-based and proportionate, enabling people to participate confidently in activities, maintain relationships and access community opportunities that are important to them. Records seen demonstrate incidents, accidents and behavioural concerns are subject to robust analysis, evaluation and learning, resulting in continuous improvements to practice and reduced risks. Professionals spoken with consistently describe people as "happy, comfortable and secure" and highlighted the service's effective communication and collaborative approach.

Medication management arrangements are robust and support people to achieve the best possible outcomes from their medicines. Systems are well organised and consistently implemented, with effective oversight ensuring medicines are administered safely and as prescribed. Regular audits, competency assessments and medication reviews demonstrate a strong commitment to continuous improvement and safe practice. People benefit from ongoing involvement from healthcare professionals to ensure medicines remain appropriate, effective and responsive to their changing needs.

Effective infection prevention and control practices are fully embedded and contribute significantly to people's health, comfort and wellbeing. The home is exceptionally clean, welcoming and well maintained throughout, creating an environment where people feel comfortable and valued.

## Environment — Good

People live in a spacious, comfortable and homely environment that is designed to meet their individual needs and promote independence. The service provides a range of communal and private spaces that enable people to spend time alone or engage socially according to their preferences. Bedrooms are personalised with people's possessions and reflect individual tastes, helping to create a sense of ownership and belonging. Indoor and outdoor areas are accessible, well-furnished and support a variety of activities, relaxation and social interaction. Throughout our visit we observed the home to be clean, welcoming and free from hazards, with sufficient equipment available to support people's mobility, comfort and safety. People appeared relaxed within their surroundings and confidently accessed different areas of the home. Feedback from relatives and professionals consistently reflects positive views of the environment. One relative described the home as "*warm and welcoming*", whilst a visiting professional told us the service provides a "*comfortable and homely environment where people clearly feel settled*." The environment promotes people's well-being by supporting choice, independence and meaningful day-to-day experiences.

The provider has effective arrangements in place to ensure the environment remains safe, well maintained and fit for purpose. We reviewed a range of maintenance records and found regular monitoring and testing of key safety systems, including fire safety equipment, emergency lighting, water temperatures, electrical installations, gas safety systems and mobility equipment. Planned preventative maintenance schedules are in place and records demonstrate defects are identified, reported and addressed in a timely manner. Environmental audits and health and safety checks provide additional oversight and help ensure high standards are maintained. Routine checks of bedrooms, communal areas and external spaces evidence ongoing attention to the safety, comfort and appearance of the home. The service has appropriate arrangements for infection prevention and control, with cleaning schedules, Control Of Substances Hazardous to Health (COSHH) documentation and equipment servicing records all up to date. Staff demonstrate an awareness of health and safety responsibilities and understand procedures for reporting maintenance concerns. Feedback received, support our findings, with one professional commenting that the home is "*always clean, tidy and well maintained*."

## Leadership & Management — Good

There are clear management and governance arrangements in place which help ensure people receive safe, consistent and person-centred care. We reviewed a range of quality assurance systems, including audits, accident and incident monitoring, medication audits, health and safety checks, staff supervision records and quality of care reviews. The responsible individual maintains oversight of the service through regular visits, engagement with people, staff and relatives, and reviews service performance. Records show feedback is actively sought and used to inform service development. Relatives and professionals speak positively about the leadership of the home, describing the manager as "*approachable, responsive"* and "*outstanding*", with commitment to maintaining good standards of care. One professional told us communication with the management team is "*always open and constructive*," whilst a relative described the service as being "*well run and organised*."

Staffing arrangements are organised to provide people with consistent support from staff who know them well. Staff are recruited robustly with background and identity checks in place. We reviewed training records, supervision documentation and staff rotas. These evidence staff complete mandatory training relevant to their roles, including safeguarding, medication management, infection prevention and control, health and safety and moving and handling. Staff also have access to role-specific training to support them in meeting people's individual needs. Regular supervision and team meetings provide opportunities for reflection, competency assessment and professional development. During the inspection, staff demonstrated a good understanding of people's care needs, preferences and communication styles, and interactions were observed to be respectful, patient and responsive. Feedback reinforced these findings, with one professional commenting that staff are "*knowledgeable, caring and dedicated*," a relative told us staff consistently provide "*excellent communication and support*."

The service promotes a positive culture which places people at the centre of care delivery. Staff speak positively about working in the service and told us they feel valued, listened to and supported by managers. Team meeting minutes seen show important information, practice updates and lessons learned are shared. There are systems in place to monitor incidents, complaints and concerns, enabling learning to be identified and improvements implemented where necessary. Complaints and compliments are recorded, investigated and responded to, showing transparency and accountability. Feedback from relatives and professionals indicate confidence in the service and its ability to respond to changing needs and concerns in a timely manner. Partnership working with healthcare professionals and effective communication with relatives further supports positive outcomes for people.

# 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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