Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Yr Hafan Nursing Home

Yr Hafan Nursing Home, 27 Bolgoed Road Pontarddulais, Swansea, SA4 8JE

01792883518

http://www.plasnewydd-care-home.co.uk

The inspection visits for this service took place between 31/03/2026 and 07/04/2026

Service Information:

Operated by:	Plas Newydd Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	26
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People living at Yr Hafan Nursing Home experience good outcomes across all four inspection areas. The service meets regulatory expectations and delivers consistent, person-centred care.

People are supported to live safely and healthily, with choice and control over daily life. Care promotes dignity, independence and positive risk-taking. People feel happy and secure, and families express confidence in how wellbeing and safety are promoted. Safeguarding arrangements are effective. Care is compassionate, responsive and tailored to individual needs. Care plans are detailed, regularly reviewed and reflect people's preferences. People are supported to engage in meaningful activities and social interaction. Medicines are managed safely, infection prevention measures are effective, and families report high satisfaction with care.

People live in a clean, safe and welcoming environment that supports comfort and wellbeing. Bedrooms are personalised and communal areas are well maintained. Health and safety systems are effective, with plans in place to improve outdoor space.

The service is well led, with effective governance and quality assurance. Staff are well supported through supervision, appraisal and training, ensuring they have the skills to deliver safe, high-quality care.

Findings:

Well-being — Good

People living at Yr Hafan Nursing Home experience positive wellbeing outcomes and are supported to live healthily, safely and with a good level of control over their daily lives. Care and support arrangements are tailored to individual needs and promote positive risk-taking, enabling people to maintain independence while remaining protected from avoidable harm.

People told us they felt happy and comfortable living at the home. One person said, *"I like the people here,"* while another shared, *"I can do anything I want to do."* These comments reflect that people feel listened to and involved in decisions that affect their lives. Families also spoke positively about their relatives' wellbeing, with feedback such as, *"She seems happy and comfortable,"* and *"The staff make her feel safe."*

People are protected from abuse and neglect through effective safeguarding arrangements. Staff understand their responsibilities and are confident in recognising and escalating concerns. People consistently reported feeling safe, and families expressed reassurance about how risks are managed. Staff described an open culture, with one stating, *"We're supported to raise concerns and know they'll be acted on."*

The service supports people to develop and maintain positive relationships and to engage in activities that matter to them. People have regular contact with family and friends and are encouraged to take part in social and recreational activities that promote emotional wellbeing. Residents described enjoying shared activities, telling us, *"We often have parties and singalongs,"* and *"There's always something going on."* Relatives highlighted the impact this has on wellbeing, saying, *"They keep people social and happy,"* and *"My relative's mental wellbeing has really improved."* Staff echoed this person-centred approach, commenting that residents are *"treated like family."*

Accommodation and facilities support people's wellbeing outcomes. The environment is comfortable and adapted to meet mobility and care needs, promoting privacy and dignity. People's language and cultural needs are recognised, with access to bilingual information and staff able to support communication preferences. One resident summed up their experience by saying, *"It's lovely here."*
Overall, people at Yr Hafan Nursing Home experience good wellbeing outcomes. They feel safe, valued and included, with strong emotional and social support. Families and staff consistently describe a caring, inclusive culture where people's wellbeing is central to how care is planned and delivered.

Care & Support — Good

People receive consistent, person-centred care and support that meets their assessed needs and helps them achieve positive wellbeing outcomes. Care plans are detailed, individualised and regularly reviewed to reflect changes in people's health, mobility and preferences. Records demonstrate that people and, where appropriate, their families are involved in care planning and decision-making.

People living at the service spoke positively about the care they receive and the relationships they have with staff. Comments included, *"It's a good laugh, I like the people here,"* and *", the staff are so kind."* People described enjoying a range of activities and social interaction, such as *"bingo and singalongs,"* which support emotional wellbeing and meaningful occupation.

Families also provided positive feedback and expressed confidence in the care provided. One relative told inspectors, *"Very satisfied, brilliant – they supported me as well,"* while another said, *"They treat people as if they are family."* This reflects a caring and compassionate culture within the home.

Safeguarding arrangements are robust. People are protected from harm and abuse through clear policies, trained staff and effective management oversight. Safeguarding concerns are appropriately recorded, escalated and managed in partnership with external agencies where required. Families confirmed they felt reassured about safety, with comments such as, *"The staff make my mum feel safe,"* and *"Any concerns raised were dealt with appropriately."*

Medicines are managed in line with relevant policies and guidance. Storage, administration and recording systems are in place, and staff responsible for medicines have received appropriate training. Management oversight includes regular audits and review of practice. Minor issues relating to documentation consistency were identified during inspection; these were recognised by the service and corrective actions had been implemented to strengthen governance.

Infection prevention and control procedures are effective. The service follows public health guidance, with appropriate use of PPE, good hand hygiene practices and consistently clean environments. These measures help protect people's health and reduce the risk of infection.

Overall, care and support at Yr Hafan Nursing Home are delivered to a good standard. People feel cared for, safe and valued, and families express confidence in the service. Where areas for improvement are identified, leaders respond appropriately to maintain and strengthen outcomes for people.

Environment — Good

People live in an environment that is clean, safe and supportive of their wellbeing outcomes. The premises are well maintained overall and provide suitable accommodation, facilities and equipment to meet people's assessed needs. Communal areas, including the lounge and dining room, were observed to be clean, tidy and welcoming, contributing to a calm and homely atmosphere.

Bedrooms were found to be appropriately furnished, clean and personalised, supporting people's dignity, privacy and comfort. Equipment required to meet people's care needs, including pressure-relieving mattresses, call bells and moving and handling equipment, was available, in good working order and aligned with care plans and risk assessments. People spoke positively about the environment and how it made them feel: *"The staff are so kind." And "I like the staff and the food is lovely."*

The kitchen has been refurbished and holds a five-star food hygiene rating, supporting safe and effective meal provision. Laundry facilities, storage areas and arrangements for handling harmful substances were appropriately managed, secure and organised.

Outdoor space is available for people to use; however, several people identified that this area could be further developed to enhance wellbeing and quality of life. Feedback included:

- *"I'd like the garden to be a bit more interesting."*
- *"It would be nice if there was more space outside to sit and relax."*
- *"If the garden was improved, I could get out to get some fresh air."*
  The provider has recognised this feedback and has plans in place to improve the outdoor environment.

Health and safety arrangements are robust. Risks to people's safety are routinely identified, assessed and managed. Fire safety systems, including alarms, emergency lighting and evacuation arrangements, were in place and appropriately maintained. Essential equipment servicing and maintenance records were available, and there was evidence of effective infection prevention and control practices throughout the home.
Where minor environmental issues were identified, these were either addressed promptly or accompanied by clear plans for improvement. Overall, people live in a safe, comfortable and well-maintained environment, with continued development planned to further enhance their experience, particularly in relation to outdoor space.

Leadership & Management — Good

Leaders and managers at Yr Hafan Nursing Home provide effective governance and oversight, supporting people to achieve positive outcomes. There are clear organisational arrangements in place, with a visible Registered Manager and an active Responsible Individual (RI) who work in partnership to ensure the service is well managed and compliant with regulatory requirements.

Governance systems are embedded and operate effectively. Regular manager oversight, team meetings, safeguarding reviews and provider monitoring ensure risks are identified, escalated and addressed appropriately. There is evidence of learning from incidents, complaints and external feedback, which is used to improve practice. Staff understand their roles and lines of accountability and report confidence in leadership arrangements.

Quality assurance processes are comprehensive and include RI statutory visits, Quality of Care Reviews and a programme of audits covering care planning, medication management, infection prevention and the environment. These systems provide assurance about the quality and safety of care and are supported by clear action plans where improvement is required. The Quality of Care review confirms outcomes are positive and that development areas are proportionately identified and monitored.

The service demonstrates financial stability and appropriate resourcing. There is no evidence of financial risk impacting on care delivery. Ongoing investment is evident in staffing, training and environmental improvements, with further planned developments to enhance people's quality of life.

Robust recruitment processes ensure staff are suitable and safely employed. Supervision and appraisal systems are in place and consistently used to support performance, learning and wellbeing. Training compliance is very strong, indicating effective oversight and forward planning. Staff describe feeling valued, supported and motivated, and there is evidence of long staff tenure, supporting continuity of care and positive relationships for people living at the home. Staff consistently describe leadership as approachable and supportive, stating that managers are responsive to concerns and open to feedback. They report a positive workplace culture, strong teamwork and a shared commitment to person-centred care.

Leadership and management arrangements at Yr Hafan Nursing Home are effective and well established, supporting a stable service that meets regulatory expectations and delivers good 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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.