Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Old Vicarage Private Nursing Home

Marina United Ltd, 53 Sketty Park Road, Sketty, Swansea, SA2 9AS

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lyndseyoldvicaragenursinghome.com

The inspection visits for this service took place between 30/07/2026 and 04/08/2026

Service Information:

Operated by:	Marina United 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:	47
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

The Old Vicarage Private Nursing Home caters for people requiring nursing or personal care and may also offer a day service. It is set within its own grounds in Sketty, close to Swansea City Centre and the Gower. The service hires transport to enable people to access community facilities.

People experience a good quality of life. Their well-being is enhanced through meaningful activities and strong social connections. Care staff treat people with warmth, dignity and respect.

People receive a good standard of care and support which helps keep them active and healthy. However, personal plans and risk assessments need improvement to better reflect individual needs, preferences and goals.

People live in a safe environment that is continuously being improved and developed. It is furnished

and decorated to a good standard and includes homely features people identify with.

The home is managed effectively by the Responsible Individual (RI), with the support of a deputy manager, clinical lead, nursing team and care managers. Staff feel motivated and supported in their roles. The RI closely monitors the quality of the service and makes changes to improve people's experiences.

Findings:

Well-being — Good

The Old Vicarage has a homely atmosphere where people and visitors feel part of a community. People take comfort from their relationships with others, often socialising for daily routines and activities. They also value their positive interactions with care staff, which lift their spirits. People told us care staff are *"lovely"* and *"very good really"*. A relative also said, *"It comes from the top – the ethos of appreciating people as individuals and having a caring attitude about residents and colleagues – you have a very happy family"*.

The service promotes people's religious and cultural needs. Religious practices take place at the home and people receive support to attend church services and other community events. To celebrate the Welsh language and culture, the service has created a Welsh corner featuring traditional costumes, reading materials and learning resources. A few staff members speak Welsh, while others have completed a Welsh language course.

People are happy and supported to remain healthy. Care staff treat people as individuals and provide the physical and emotional support they need. People also have timely access to medical and specialist services. However, the service must address the lack of detail within personal plans as it puts people at risk of not receiving the right care and support. The home is designed and adapted to support people's physical needs and provide some sensory stimulation.

People take part in a variety of activities which help keep them occupied. We saw them engaging in a group quiz and being entertained by a singer. Records show that people also enjoy games, arts and crafts, bingo, manicures, fitness sessions and one-to-one time with activity coordinators. The service keeps people and their families informed about upcoming activities and events. These include a summer fair with indoor and outdoor stalls plus live entertainment.

There are systems in place to help keep people safe. The building is secure and well-maintained. Staff go through a robust recruitment process and receive good quality training to ensure they practise safely. We found staff to be visible, attentive to people's needs and alert to risks. People told us they feel comfortable speaking out about any issues. They said, *"Staff are good here. I don't see a lot of the managers, but I can talk to the staff"* and *"I feel safe with them. I think the majority would listen and help you"*. Staff feel confident responding to concerns about people's welfare as managers regularly remind them about safeguarding and whistleblowing procedures and ensure they receive formal safeguarding training. One staff member told us, *"If I have to challenge something, I know I'd be supported"*.

Care & Support — Good

People are satisfied with the care and support they receive, with some having experienced better health and increased independence since moving into the home. We observed people to be well-kempt and comfortable in their surroundings. They told us, *"I'm happy with what they do"*, *"The care is what I expect"* and *"I have no complaints"*. Care staff involve people in their care and ensure their dignity is maintained. For example, they give gentle physical support and clear verbal instructions and reassurance when helping people to mobilise. One person confirmed, *"I feel safe when staff move me"*. Care staff also encourage people to eat well by promoting choice and assisting them in a sensitive manner. One person said, *"The food is good – if I don't like something I tell them and they take it away and bring me something else"*.

Personal plans and risk assessments do not always contain enough information about how care staff should safely meet people's care needs and preferences. Therefore, people are at risk of not receiving appropriate care and support, and this requires improvement. Details of people's routines, goals and views also need to be personalised, along with daily care recordings. The RI is exploring additional training to improve practice in this area. The service has invested in an electronic care planning and recording system, and work is underway to transfer information onto this database.

Care staff are attentive and responsive to people's needs. One person said, *"I use the call bell and they respond. Staff do check on me; we manage a chat now and again"*. Changes to people's health and well-being are communicated through handover meetings and diaries and staff make prompt referrals if people need to access health services. This helps to ensure they receive the best possible care and treatment. A relative told us staff *"always check out any problems… they'd be on the phone if something was wrong"*. The service has appointed champions to promote best practice in relation to safeguarding, dementia, end of life and oral care. Information boards relating to specific health conditions have also been created for residents, staff and visitors to refer to.

Medication is stored and administered safely. Stock checks and medication records show that people consistently receive their medicines at the prescribed times. Staff are required to complete in-depth training and competency assessments before administering medication. Managers also carry out routine audits to ensure correct procedures are being followed.

The home is clean and hygienic which helps to reduce infection risks. Domestic staff complete general and deep cleaning tasks systematically. The service has an up-to-date infection control policy and an infection control champion to reinforce high standards of practice. Managers also carry out regular environmental assessments. The service was awarded a food hygiene rating of 3 (generally satisfactory) in May 2026. The RI informed us that action has since been taken to improve standards and an application for a further inspection has been submitted.

Environment — Good

People live in an environment that is constantly improving. The conservatory has been totally refurbished with a new roof, raised ceiling and extra windows to maximise the light and space in the room. Other recent upgrades include extensive redecoration, new flooring in several parts of the ground floor, new furniture and a new call bell system. There are also plans to buy additional air conditioning units. One visitor commented, *"Isn't it nice here? It's looking lovely and bright!"*.

The service has a good range of facilities to meet people's needs. People socialise and enjoy leisure activities in the various communal areas. We saw people eating together in the dining room and relaxing with visitors in an open plan seating area near the office and tuck shop. Some people told us they prefer the peace and privacy of their own rooms, which are appropriately furnished and designed to meet their needs and preferences. People also have use of a quiet lounge, which has soft lighting and a hair and nail salon. Attached to the conservatory is a balcony overlooking the garden, where people can relax and enjoy the outdoors. People have access to a jacuzzi bath and well-equipped shower rooms. The RI told us a new tagging system is being introduced to help prevent laundry items being mislaid.

The accommodation is homely and includes dementia-friendly features to help people identify with their surroundings. Bedrooms reflect people's individuality as many have been personalised with people's own furniture, artwork, family photographs, ornaments, homemade decorations and plants. Bedroom doors are being redesigned to look like front doors using a variety of bright colours, which helps to represent each person's space. People are also choosing their preferred paint colours for feature walls. Sensory boards with items of various textures have been hung on corridor walls to provide sensory stimulation. A jungle-themed mural also adds interest to the small lounge area in the dining room. Communal areas have some personal touches, including resident photographs and traditional furnishings, such as a record player, desk lamp and typewriter.

Risks to health and safety are managed effectively. Alarmed exits and window restrictions help to keep people safe as they move around their home. People have the specialist equipment they need, which we found to be in good working order. The service has two full-time maintenance staff who provide on-call support at weekends. They carry out routine safety checks plus general repairs and upgrades, using contractors for any specialist works. Records show that gas and electrical systems are safe and legionella testing has been carried out with no concerns. Recommendations from an independent fire risk assessment have also been acted upon. Personal emergency evacuation plans are kept up to date and are easy to access, to ensure people receive the right support in an emergency. Staff have received training from the fire service and take part in regular fire drills. However, these should also be conducted at night, which the RI told us is being arranged.

Leadership & Management — Good

The service has an approachable and supportive management team. Managers operate an open-door policy, with residents, visitors and staff appearing comfortable approaching them for advice, support or general conversation. The service has not received any formal complaints in the last year, although information on how to report concerns is readily available. The RI spoke proudly about the home's excellent online reviews and strong reputation with the hospital discharge team and other professionals. The service operates in line with its statement of purpose, which clearly outlines its aims, objectives and how these will be achieved.

As the manager, the RI has direct oversight of daily operations. This allows the RI to constantly observe practice, assess standards, respond to feedback and push forward plans for improvement and development. The RI completes reports following formal visits and six-monthly quality-of-care reviews, which explain how the service is performing and outline planned improvements. The RI told us the provider is very supportive of requests for additional resources and investment, which helps ensure people benefit from a service that continuously makes positive changes.

The service maintains high staffing numbers to promote person-centred practice. People are familiar with care staff as turnover is low and absences are almost always covered within the team. Staff go through a safe recruitment process before being employed and are routinely vetted via the Disclosure and Barring Service. This helps to ensure they are suitable to work with vulnerable people. Staff are appropriately registered with the Nursing and Midwifery Council or Social Care Wales, and managers routinely track their registration status.

Staff have the skills to meet people's needs. New staff told us they received a thorough induction, which included opportunities to shadow more experienced staff. The service provides a range of mandatory and specialist training, with most courses being delivered in person. Some staff also hold specific qualifications in dementia care. The RI values staff training and constantly looks for new courses to enhance practice. One staff member commented, *"Our training is endless"*.

People are cared for by motivated staff who feel supported in their roles. The staffing structure has clearly defined roles and responsibilities, promoting safe practice and providing a strong support network to staff. Staff told us the support they receive from managers helps to relieve any anxieties and gives them confidence. Managers are addressing shortfalls in staff supervision meetings and annual appraisals, with plans to delegate some duties to support this process. Staff spoke passionately about their work and the rewarding relationships they have developed with people. They told us, *"I love it here", "Some days you come in and it doesn't feel like work when you have a good laugh with the residents"* and *"They challenge us every day but it's nice to make a difference"*.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider must ensure personal plans set out how people's care and support needs will be met and how care staff should support them to achieve their personal goals. Personal plans must be individualised, sufficiently detailed and include the steps needed to manage identified risks.	30/07/26

CIW has not issued any Priority action notices following this inspection.

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