



Glasfryn House Limited



Glasfryn House Ltd, 228-230, Cockett Road, Swansea, SA2 0FN



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www.glasfrynhouse.co.uk

The inspection visits for this service took place between 30/04/2026 and 08/05/2026

Service Information:

Operated by:	Glasfryn House Limited
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:	34
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

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Glasfryn House is based in the Cockett area of Swansea with good links to community facilities. The service provides personal care and support to people, including nursing care. People experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw a positive culture, meaningful activities, and consistent promotion of people's independence and achievement of well-being outcomes.

Care and support is good. We saw strong, person-centred care planning and reviews. People and their families expressed very high satisfaction in the quality of care provided. The environment is good and promotes people's well-being outcomes through being safe, homely and as least restrictive as possible. The service provider is continually making improvements to the environment to enhance outcomes for people.

Leadership and management is excellent with highly engaged leadership and exceptional staff support and professional development. The manager is present at the service daily and ensures strong and effective governance and oversight. The responsible individual (RI) visits the service frequently and is dedicated and approachable. They receive support from a highly skilled and knowledgeable management and staff team.

Findings:



Well-being

Excellent

Well-being at the service is excellent. People are treated with dignity and respect, actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. People told us they are very happy at Glasfryn House and are supported and encouraged to do things that matter to them. For example, we saw people supported to choose their meals, which activities to participate in and how to spend their time. There are meaningful activities available daily which are personalised to people's interests. Where safe and able, people have unlimited access to the outdoors, and we saw people are encouraged to come and go as they please. Families spoken with are highly satisfied with the care provided, describing the service as outstanding, welcoming and compassionate, with many telling us heartfelt examples of how the service has gone over and above to ensure the happiness and comfort of their loved ones.

People are empowered to thrive, with numerous opportunities to maintain, develop and explore their interests, strengths and skills. We saw multiple examples of people achieving their well-being outcomes. Documentation seen shows people reaching their goals and the steps taken to get there. We saw a holistic approach to people's care and well-being and therapeutic interventions explored to ensure people are comfortable and can make the most of their day. A full-time well-being co-ordinator is employed at the service. They continually explore and implement measures to promote people's well-being outcomes. For example, organising external entertainers to visit the service, bringing local services to Glasfryn such as local retailers to set up pop-up shops, and providing holistic therapy to people. The service is visited regularly by local school children who spend time with people, talking and reading books with them. The service also recognises the importance of exploring people's wishes for end of life and ensures these are respected and met.

The service ensures a very strong support system is in place to promptly identify and address risks to people's well-being. People are encouraged and supported to express their concerns and preferences, and their rights and dignity are consistently promoted. There is a written guide which informs people about their rights and how to make a complaint if they wish. Family ties are promoted and visitors are welcomed at any time. We saw families frequently updated about the care of their relatives and any concerns or issues swiftly dealt with by the management team.

The environment at Glasfryn House supports people to achieve their desired outcomes. The accommodation is highly personalised, and people told us they are consulted about aspects of the environment, such as the décor in their bedrooms, to ensure it matches their preferences. The environment is continually being updated and improvements made to support people's well-being outcomes.



Care & Support

Good

Care and support is good, with people supported to achieve their personal outcomes through high quality, person-centred care. The provider conducts highly detailed assessments to ensure they can meet people's needs before offering a service. Personal plans are written based on these assessments and are thorough, detailed and reviewed monthly with strong evidence of people and/or families' involvement. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people and their families in these reviews. People we spoke with told us, *"I am very well cared for, I wouldn't change a thing"*.

People are protected from harm and abuse through a robust approach to safeguarding, supported by a culture of openness and transparency within the service. Staff demonstrate a strong understanding of their safeguarding responsibilities and showed good knowledge in this area. All staff receive appropriate safeguarding training. The RI and management team are proactive in identifying opportunities to enhance safety and ensure that any required improvements are communicated openly with staff. Health promotion is well established, with timely referrals made to external professionals such as dietitians and occupational therapists. A local GP provides weekly visits to the service, enabling prompt attention to any emerging concerns. Staff display strong clinical awareness, particularly in relation to nutrition, hydration, falls prevention, and skin care. Documentation seen confirmed individuals' rights and freedoms are upheld, with any restrictive practices kept to a minimum and agreed upon through a multi-disciplinary team approach.

Medication is well managed at the service and is stored appropriately and safely. Staff receive training to ensure they are competent to administer medication, and staff are knowledgeable about their role and responsibilities in this area. Thorough audits are completed frequently. There is a medication policy in place which is reviewed annually. Temperature checks are completed daily, and we saw a good history of these which are in the correct range.

Infection prevention and control is prioritised within the service. The environment is clean and clutter free. Staff receive training in infection prevention and control. There is strong oversight in this area as thorough and regular audits are completed. Actions identified from these audits are completed within a clear timeframe. Information about the risk of infection is shared appropriately with people, visitors and external agencies.

The service actively promotes the Welsh language and supports people to communicate in Welsh if they prefer.



Environment

Good

The environment is good, meeting people's needs and providing suitable spaces along with well-maintained facilities and equipment. The service is welcoming, homely and thoughtfully decorated. All areas were free of odours and efforts clearly made to maintain a high level of cleanliness and hygiene. There are a number of inviting communal areas where people can spend their time if they choose. A lift is in place enabling people to access both floors of the property. We saw people's bedrooms which are personalised and decorated to individual tastes and preferences. The surrounding grounds are well-maintained and accessible, with plans in place to develop these areas.

Equipment and adaptations are available where needed and these are well-maintained and serviced regularly. Staff told us there are sufficient supplies of equipment to enable them to complete their role effectively. Improvements to the environment are evident since the last inspection, with ongoing renovation and redecoration taking place, demonstrating clear investment from the service provider.

Care and support needs are met through robust safety management systems to minimise risks within the service. All required health and safety certifications are in place and up to date, including those relating to fire safety, gas, electricity, and water safety, ensuring compliance with current legislation and guidance. Regular fire drills take place, and we saw records of these being completed. We saw records showing the regular servicing, maintenance and repairs of facilities ensuring the safety and well-being of people using the service. A dedicated maintenance person is employed to promptly address any issues that arise. Daily, weekly and monthly checks are in place for health and safety checks such as water temperatures and fire safety checks. The service has recently been inspected by the Food Standards Agency and awarded a score of five, (Very Good). This shows the service is committed to delivering high standards of food safety. We saw the appropriate use of personal protective equipment and there are sufficient supplies of these.

Robust security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book to ensure a log of people accessing the building is maintained whilst also complying with fire regulations.



Leadership and management of the service is excellent, demonstrating a strong commitment to delivering positive outcomes for people. There are robust governance arrangements in place, with the manager and RI providing clear direction, accountability, and consistent oversight of the service. The manager is visible in the service daily and promotes an open door policy for people, staff and visitors. The RI visits regularly, ensuring compliance with regulatory requirements and promoting a culture of continuous improvement. They work closely with a skilled, experienced, and committed management team to maintain very high standards of care and support. There are systems in place to gather the views of people receiving care, their families, and staff. This feedback is used meaningfully to drive service development and improve practice. The RI produces detailed regulatory reports which evaluate the quality of the service and identify areas for improvement. The management team completes comprehensive audits, enabling them to effectively monitor service performance, identify any areas requiring improvement, and take timely action. This ensures the service is well-led, continuously improving, and focused on achieving positive outcomes for people.

Staff feel well supported due to strong, visible, and highly effective leadership. The RI and management team are approachable and actively involved in the service, providing practical and emotional support where needed. Robust arrangements are in place for supervision, appraisal, and ongoing training. Regular team meetings promote open communication and staff engagement. The well-being co-ordinator provides emotional support to staff and staff told us how valuable this is to them. Staff feedback was consistently very positive, with individuals telling us they feel valued and have sufficient time to deliver person-centred care. Staff told us *“I love it here, our manager is always here for us”* and *“we have plenty of training and can always ask for more, we work extremely well as a team”*.

People are supported by a very skilled and competent staff team who have the appropriate qualifications, knowledge, and experience to meet their care and support needs. Safe recruitment practices are in place, with very robust pre-employment and background checks completed prior to staff starting work at Glasfryn House. Ongoing checks are also undertaken to ensure staff remain suitable to work within the service. Staff complete a comprehensive induction programme, alongside mandatory and service-specific training, which equips them with the skills required to carry out their roles effectively. There are opportunities for staff to develop and progress within their roles, including access to further training and recognised qualifications. There is a clear career path for care staff should they wish to pursue it. Staff told us they feel well trained and confident in their roles and can request additional training to support their development. Nursing staff have access to clinical training to maintain and enhance their competencies. All eligible staff are registered with Social Care Wales (SCW), and nursing staff maintain registration with the Nursing and Midwifery Council (NMC), ensuring compliance with professional standards.

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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