Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Three Cliffs Care Home

Three Cliffs Care Home, Penmaen, Swansea, SA3 2HQ

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www.carongroup.wales

The inspection visits for this service took place between 09/09/2026 and 15/09/2026

Service Information:

Operated by:	Heart of Wales Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people requiring short-breaks or respite care, Care and support for people living with dementia
Registered places:	51
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:

Three Cliffs Care Home is in a rural location along the Gower coastline. It overlooks Three Cliffs Bay, and people find the view to be both stunning and peaceful. People require transport to access community facilities. The service offers transport to support visits and help people stay connected.

People are content in their home. Care staff provide the physical and emotional support people need to promote their health and well-being. People are positively occupied and stimulated through their social interactions and meaningful activities.

The service works effectively with medical and specialist services to help people stay healthy. Managers closely monitor practice and drive improvements where necessary. People receive the right level of support with their medication, and good hygiene practices help reduce infection risks.

People live in a safe environment. Private and communal rooms are spacious, personalised and well maintained. There is ample space for people to relax and spend time with others. Regular enhancements to the décor help keep the environment stimulating.

The service has good leadership and management. The team is open and responsive to feedback, which helps things run smoothly. Staff are motivated and content in their roles. The Responsible Individual (RI) monitors standards carefully and looks to make continuous improvements.

Findings:

Well-being — Good

People receive good quality care and support which promotes their health and well-being. Personal plans are detailed and explain clearly how care staff should meet people's physical and emotional needs. We saw care staff assisting people in a gentle, dignified and respectful way. Families told us they find the staff team to be friendly and accommodating. One relative said, *"I think they're doing an excellent job"*. People enjoy various activities, which are facilitated by two full-time well-being leads and care staff. We observed people to be happy and engaged during a group game. The well-being leads created an inclusive atmosphere by offering encouragement and using physical prompts to help people participate and feel involved. People also appeared energised and uplifted during a performance from a ukulele band. One relative commented, *"Residents come alive with musical entertainment"*.

The service has systems in place to help keep people safe. Staff receive safeguarding training and understand how to respond to concerns or incidents. Managers work openly with other agencies and professionals to implement appropriate safeguards when people's safety or welfare is at risk. We found that recommendations are acted upon swiftly following serious incidents, with learning shared across the team to improve practice. One staff member said, *"The manager always relays feedback and recommendations"*. The RI routinely reviews safeguarding concerns and other incidents during quality assurance checks, ensuring appropriate actions are taken.

People have regular, meaningful interactions with care staff, which have a positive impact on their well-being. Care staff communicate with people effectively using verbal prompts and visual cues. The support and reassurance people receive helps to put them at ease and gives them a sense of purpose and belonging. Very few staff speak Welsh, although the manager told us they enjoy learning Welsh words and phrases from residents. The Welsh culture is also celebrated through various activities. Relatives told us they feel welcome at the home and part of its community. The home accommodated a relative's request for a counselling support group to be set up, so relatives can share their experiences and take comfort from the support provided.

The accommodation promotes people's well-being. There are measures in place to help keep people safe as they go about their daily routines. Communal rooms and bedrooms are suitably furnished and decorated and include facilities to meet people's needs. Relatives told us they would welcome an area where they can sit closer to their loved ones, and the service is exploring how this can be provided safely. The décor is continually being refreshed to help people recognise and engage with their surroundings.

Care & Support — Good

People's care and support needs are consistently met. Care staff monitor people closely, and we observed them to be well-kempt and comfortable in their surroundings. People enjoyed their lunchtime meals, which were provided according to their dietary needs and preferences. The home has recently introduced a new menu, and staff are committed to offering choice and flexibility at mealtimes. We saw care staff assisting people to eat and drink in a patient, considerate manner. People and/or their representatives are involved in planning and reviewing care to ensure it continues to meet individual needs and goals. The service is also introducing an improved system to capture people's views during regular care reviews.

Managers act upon concerns to help protect people from harm. Due to inconsistencies in practice, the management team is closely monitoring moving and handling procedures to ensure they are being carried out correctly. Staff have also received additional refresher training to build on their skills and confidence. We saw care staff assisting people to mobilise calmly and safely, taking time to promote their comfort when using equipment. The management team is also carrying out spot checks during the night to monitor care practices and routines. Care staff who regularly work night shifts are being given opportunities to work during the day, allowing them to gain new experiences and develop their skills while working under direct supervision of leaders and managers.

People receive the right level of support with their medication. An electronic system tracks the administration of medication and shows that people consistently receive their medicines at the right time. We found that correct legal processes are followed where medicines are administered covertly. Regular reviews with medical professionals allow for timely adjustments to medication and help prevent any overuse. We saw that medication is stored securely and at suitable temperatures.

People receive good continuity of care and have access to specialist services when needed. Health professionals spoke highly about the team's collaborative approach, which helps them manage complex needs and behaviours while improving people's experiences. For example, people have been supported to settle into their environment, adopt healthier routines and gain confidence with daily activities. The service has a low staff turnover, helping people to develop close relationships with care staff based on a sound understanding of their needs and preferences. Relatives told us, *"They always phone to update us whenever there is a change"* and *"Communication is excellent"*.

The service maintains a high standard of hygiene and infection control. Staff complete regular training in relation to infection control and domestic staff work diligently to ensure the home and equipment remain clean and hygienic. Relatives told us the home is always clean when they visit, which we also observed. One relative said, *"It's spotlessly clean and smells very fresh"*. The service was awarded a food hygiene rating of 4 (good) in March 2026. We were told of plans to restructure

the kitchen, so the home can achieve the maximum rating at future inspections.

Environment

Good

Many bedrooms and communal areas have views of the sea, which contribute to the home's calm atmosphere. There are some outdoor seating areas overlooking the bay, providing space for people to relax and enjoy the view. The home also has an enclosed garden where people can safely spend time outdoors. A relative told us people had enjoyed being outside over the summer. Due to its rural location, the service offers transport to support visits and help people maintain important relationships with family and friends.

The service has various lounge and dining areas which offer social and leisure opportunities. We observed people to be content as they spent time interacting with care staff, watching television, listening to music, dining together, taking part in activities and watching entertainment. A pub with traditional features has been created next to the main building, providing extra space for people to enjoy private functions and other social events. Bedrooms have been personalised and we saw people taking comfort from the familiar items around them.

People benefit from an environment that is regularly improved and updated. Lounge and bathroom facilities have recently been renovated, and new furniture has been ordered. Further developments include upgrading the office and reception area and creating a small dining area in 'The Pier'. There are also plans to add colour contrasts and decorative items to all corridors, to give them a homelier feel and help people orientate to their surroundings more easily. Relatives told us, *"The décor is refreshed all the time"* and *"They're always making improvements; it's getting better and better"*.

There are measures in place to reduce risks to people's health and safety. The building is secure from unauthorised access and closed-circuit television (CCTV) is used externally to enhance security. CCTV has also been introduced to communal areas internally to assist managers with investigating incidents. Keypads are fitted to exits and some internal doors to prevent people accessing hazardous areas. We observed equipment being stored safely within designated storage rooms and found that people have access to the specialist equipment they need, as outlined within personal plans. Records confirm that equipment and utilities are operating safely. The service employs two full-time maintenance officers who carry out routine health and safety checks plus general repairs. Staff complete fire safety training and take part in regular fire drills. These are carried out more frequently when improvements in practice are needed. We found that personal emergency evacuation plans are easy to access and accurately reflect people's needs.

Leadership & Management — Good

The service benefits from effective leadership and management. Relatives, professionals and staff consistently told us they have confidence in how the service is run and find the management team to be open and transparent. Staff described managers as supportive and understanding, easy to talk to and responsive to requests and concerns. The manager provides visible accountability and works alongside staff when needed to deliver care. One relative commented that the manager is *"absolutely responsive, goes on walk arounds, is always out and about and very involved"*.

The quality of the service is closely monitored. Managers respond to complaints in line with company policy, using these as opportunities to learn and improve practice. Staff told us they are always informed about significant events, and they showed good awareness of the measures in place to help keep people safe. The RI uses feedback from people using the service and an analysis of key data to identify areas for improvement. Actions are set and progress is monitored during the RI's formal visits and six-monthly quality reviews.

People are cared for by appropriate numbers of staff who have been through a robust recruitment process. Records confirm that staff are vetted by the Disclosure and Barring Service (DBS) prior to employment and at three-yearly intervals thereafter. Staff are encouraged to complete recognised care qualifications and managers support them to maintain their registration with Social Care Wales or the Nursing and Midwifery Council. Staffing levels are routinely reviewed with the senior management team as the occupancy of the home increases and dependency levels change. Worked staffing rotas show that day and night shifts are consistently staffed to the levels planned.

The service ensures staff have the knowledge and skills to meet people's needs. Staff complete a programme of mandatory and specialist training, and professionals spoke highly about the qualities and skills of the team. Training compliance is regularly monitored through supervision meetings and quality assurance checks undertaken by the RI. Records show that any practice issues are addressed through supervision meetings and disciplinary procedures, with staff undergoing further training and competency assessments when required. We found staff morale to be good, with many reflecting on the strong sense of teamwork and shared commitment to providing people with the best possible care. Many relatives commented on the positive atmosphere within the team. One relative said, *"There's a really good team spirit here as well as a high standard of professionalism"*.

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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