



Southway Residential Home



Southway Residential Home, Town Mill Road, Cowbridge, CF71 7BE



01446772265

Date(s) of inspection visit(s): The inspection visits for this service took place between 03/02/2026 and 12/02/2026

Service Information:

Operated by:	Vale of Glamorgan Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	30
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:

Southway Care Service is based in the Vale of Glamorgan and can accommodate 30 people with residential and personal care needs. There is a responsible individual (RI) for the service and a new manager in post who is registered with Social Care Wales (SCW). The service works with external agencies and notifies the Regulator of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests.

People experience good wellbeing outcomes because they feel listened to, respected and involved in decisions about their care. Overall, they experience continuity of care from a stable care staff team. Care staff have good understanding of people's needs and routines. Personal plans inform care staff of a person's support needs and preferences and are well maintained with some identified areas for improvement.

Care and support are rated good. Daily records are detailed and people achieve their daily outcomes with care and support in-line with their assessed need. Staff receive general mandatory training with additional training carried out in specific areas as required. People live in good environment, which is overall safe, pleasant and clean. Ongoing refurbishments are due to commence with a planned schedule of works. Leadership and management is good. There are

policies and procedures in place for the smooth running of the home. Staff recruitment is safe with pre-employment checks completed prior to commencement of staff.

Findings:



Well-being

Good

People are protected from harm and abuse. Southway has a safeguarding policy in place, and all staff receive training in the safeguarding of adults at risk of abuse. The manager and RI understand safeguarding legislation and notifies Care Inspectorate Wales (CIW) and the Local Authority team when required of any incidents as set out within Regulations.

People are treated with dignity and respect. Care staff are appropriately trained and have good knowledge and appropriate skills to meet people's needs. Care staff know the people they support well and provide care with dignity and respect. People have the support they need to maintain their physical and emotional health and their needs are anticipated. People are involved in their care planning where possible and their likes, dislikes and preferences are included in plans of care which are important documents and should outline a person's entire needs, and the actions required from staff to meet those needs.

People do things that matter to them, and the service supports and encourages people to maintain relationships which are important to them. One person told us, *"I like doing the quiz and activities most days, we always have something going on here"*. We saw people enjoying spending time together in communal areas throughout the home or spending quiet time with visitors. We were told weekly minibus outings are organised in the warmer weather providing access to all local amenities including seaside, cafes and sightseeing. The home has pleasant gardens and people told us they enjoy spending time outside in the warmer weather. Although there is no designated activity coordinator at the home, we saw care staff had time to sit and spend quality time with people.

Overall people live in a safe environment. At the time of the inspection, we were told a schedule of works is due to commence. However, this has been carefully planned and does not impact the people living, visiting or working at the home. Safety checks are completed and fire safety taken seriously with Personal Emergency Evacuation Plan (PEEPs) easily available. People are well supported to have control over their day-to-day life and have a voice to make decisions on what is important to them. The service ensures Deprivation of Liberty Safeguards (DoLS) are in place for those who cannot make decisions about their care and support. People have access to information. The service guide is up to date and is a good source of information for people considering moving into the home.



Care & Support

Good

People receive the right care at the right time. Care staff have a good understanding of people's needs and engage with people in a positive manner. People spoke highly of care staff and one person told us, *"Everyone here is kind, staff look after me very well, I can't fault any one of them". "I am very lucky"*. We observed staff interact with people in a friendly and respectful manner and show excellent knowledge of people's wishes, needs and how to respond to them. People are cared for by familiar care staff who told us they have worked at the home for many years. The manager told us agency staff are also used to cover any shortfalls and there is currently a recruitment drive underway due to several staff vacancies which does not impact the care provided at this time.

People can be assured they have autonomy over their lives and make informed choices regarding their daily routines. Individual preferences are respected and people are supported to participate in activities that are personally meaningful. Although there are no dedicated activities coordinators a programme of activities are available each day. This includes, the celebration of special occasions, engagement with community groups and the commissioning of external entertainers. In addition to this, care staff facilitate ad hoc activities during each shift, ensuring ongoing engagement throughout the day. Weekly minibus outings are organised in the warmer weather providing access to all local amenities including seaside, cafes and sightseeing.

People have access to health and other services to maintain ongoing health and well-being. Information within personal plans evidence referrals and contact with various health professionals such as optician, dentists and GP. We saw these referrals were made in a timely manner. Personal plans provide information mostly reflecting the day to day needs and wishes of individuals living at the home. However, we discussed where some improvements are required for better oversight and detail within the personal plan. We discussed this with the manager who told us the matter would be addressed immediately. Medication processes within the home are robust from storage to administration and is extremely well organised and accurate.

People told us they feel safe and secure living in the home. Documentation confirmed that staff have completed safeguarding training. A safeguarding policy is in place, outlining staff responsibilities in protecting adults from harm, abuse and neglect. Care staff demonstrate an understanding of the importance of documenting concerns and expressed confidence in approaching the manager with any issues. We observed that people's body language and expressions reflect a sense of safety and comfort around care staff. We observed care staff engaging with people in a warm, respectful manner and showed good knowledge and understanding of individual needs and how to respond. Care staff demonstrated kindness and support when individuals experienced difficulty with communication responding with encouragement and reassurance whilst effectively understanding their needs.



Environment

Good

People have a sense of belonging. The home offers several communal areas for people to sit and spend time with others or spend time alone. Bedrooms are personalised with items of people's choice and personal belongings. There is a pleasant dining area with good access for people with mobility needs. During the visit we observed the housekeeping team undertaking cleaning duties and the home was fresh throughout with no malodour. We saw visitors welcomed into the home throughout the day and people told us the home is always welcoming and friendly. We saw the gardens well-presented for people to enjoy in the warmer weather.

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure. We were asked for identification and to sign the visitors book prior to entry. This ensures that only authorised visitors are permitted entry. From our tour of the home we found, window restrictors in place and harmful chemicals locked away safely. We saw signage around the home required attention which we informed the manager who took action immediately. The Food Standards Agency (FSA) has awarded the service a five (very good). There is a fire risk assessment in place and people have Personal Emergency Evacuation Plans (PEEPs) in place to evacuate people safely. We looked at the maintenance records which evidenced all safety checks of the building and equipment take place in line with legal requirements. Fire alarms, drills and emergency lighting are tested on a regular basis. We were told there is an ongoing schedule of works due to commence regarding the requirements from South Wales Fire Authority and to install and adapt a new bathroom on the first floor.

People can be confident there are effective arrangements at the home that will protect public safety and minimise cross infection. Staff have access to appropriate protective equipment (PPE) and demonstrate an understanding of its correct use and disposal. All staff receive infection prevention and control training and recognise its importance. There is oversight to ensure staff follow the correct infection guidance.

The service provides appropriate accommodation for people living, working and visiting the home and the management demonstrate a clear commitment to ongoing development and improvement for the benefit of the people living there. People experience a sense of belonging, supported by efforts to create a homely and welcoming environment that meets individuals needs and which contributes positively to people's overall wellbeing.



Leadership & Management

Good

People have access to information. A statement of purpose (SOP) is available which accurately reflects the service's vision. This document is essential as it outlines the scope of care provision specifying who can receive care, as well as how, where, and when that care is delivered. People have opportunities to share their views and lodge complaints. The home has a complaints policy in place informing people how to raise any concerns formally. People can be confident the home is operated with their best interests at the forefront of care provision.

People can be assured all staff are safely recruited, supported and trained for the roles they undertake. We looked at a sample of staff recruitment files available at the home at the time of the visit and saw files contained all the pre-employment checks required in respect of any person working in regulated services. These vetting checks are important as they determine a person's suitability to work with vulnerable people. Staff recruitment files are stored at the Local Authority offices therefore we will visit the offices as part of the next inspection. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development and/or any concerns they may have.

Staff training is up to date which includes manual handling, infection control and safeguarding as well as any additional specialised training when required. We spoke with care staff during the inspection who told us, "*The manager is really supportive,*" and "*I love my job here, I really enjoy my work*".

People can be confident management monitors the quality of the service they receive. Systems and processes help promote the smooth running of the home. Management oversees incidents, accidents and complaints. The home carries out internal audits to monitor standards and practice. We looked at key policies and saw they are up to date and regularly reviewed. Quality assurance monitoring takes place in line with regulatory requirements which indicates the provider is committed to providing a quality service and making improvements when required. The RI visits the service, and we viewed the recent three-monthly quality monitoring report dated 4 November 2025 which contained all the required information.

The management team demonstrate effective leadership by placing people at the heart of a well organised and smoothly run service.

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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