Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report

## Swansea Living Solutions Ltd

Calon Fawr Nursing Home Ltd, Lon Masarn Sketty, Swansea, SA2 9EX

01792204141

www.swansealivingsolutions.co.uk

**The inspection visits for this service took place between 14/08/2026 and 21/08/2026**

## Service Information:

| | |
|---|---|
| Operated by: | Calon Fawr Nursing Home Limited trading as Swansea Living Solutions |
| Care Type: | Care Home Service<br>Adults Without Nursing |
| Provision for: | Care home for adults - with personal care, Provision for learning disability, Provision for mental health |
| Registered places: | 8 |
| 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:

Swansea Living Solutions is located in Ty Coch, Swansea close to many local amenities such as a local college, coffee shops and restaurants. The service provides person-centred support to people.

People experience positive well-being outcomes as they receive person-centred care and are supported to achieve their well-being outcomes. People spoken with told us they were happy living at the service.

Care and support is good and personal plans and risk assessments provide clear guidance for staff and reflected people's individual circumstances, strengths and preferences. Records show people receive ongoing support to maintain their health and well-being.

The environment is clean, comfortable and homely. Bedrooms are personalised and spacious, helping people feel settled and at home. Significant improvements had been made since the previous inspection, including refurbishment work and environmental upgrades.

Leadership and management of the service is good. The registered manager and responsible individual (RI) demonstrate effective oversight and a clear commitment to continuous improvement. There are quality assurance systems in place to identify areas for development and respond positively to feedback. Overall, staff spoke highly of the support they receive and say there is a positive team culture.

# Findings:

## Well-being — Good

Well-being at the service is good and people live healthily and safely with control over their lives. Care and support are delivered in a way that reflects individual preferences, enabling independence, choice and positive well-being outcomes. People can spend their time as they wish doing things that interest them and matter to them. Those spoken with told us they like where they live and are happy with the support from the care staff. People are actively involved in decisions about their day-to-day lives, including meal choices, activities and how they spend their time. We saw people accessing the community regularly and engaging in activities that reflect their interests and personal goals. One person told us *"Staff are patient and caring and take me out places I want to go"* and another told us *"I like living here, the staff are great, I can go to the manager if I have concerns but I don't have any".*

Systems are in place to safeguard people and protect them from abuse and neglect. Risk assessments are detailed, regularly reviewed and linked to people's assessed needs, enabling care staff to support people safely while promoting independence. Care staff have a good understanding of safeguarding procedures and are confident that any concerns would be responded to promptly by management. Risk assessments identify potential hazards and provide guidance to staff on supporting people safely whilst promoting independence and positive risk taking. Records show incidents, accidents and Deprivation of Liberty Safeguards (DoLS) authorisations are managed appropriately, with people's rights considered and protected. Records show people receive ongoing support to maintain good health, access input from healthcare professionals and monitor nutritional needs.

People are supported to cultivate safe and healthy relationships and are encouraged to maintain meaningful relationships with family members, professionals and their wider community. People are supported to access community facilities and activities that reflect their interests. We saw respectful interactions between care staff and saw people are listened to and treated with dignity and respect. Advocacy arrangements are also available where needed to support people to express their views and safeguard their interests.

People live in accommodation that supports their well-being outcomes. The environment is clean and homely with personalised and spacious bedrooms that reflect individual preferences. Ongoing investment in the environment is evident, including replacement of carpets and refurbishment of bathrooms. Required improvements identified at the previous inspection relating to damp, cleanliness and environmental safety have been addressed. The service is working towards providing the Welsh Active offer and bilingual signs are available throughout the service.

## Care & Support — Good

People receive person-centred care that is planned, delivered and reviewed in a way that promotes positive outcomes. Before a service is offered, an assessment is completed to ensure the provider is able to provide a suitable service to the person. Personal plans are developed following this assessment and with input from the person and their representatives. Personal plans are comprehensive, regularly reviewed and provide care staff with clear guidance on how to meet peoples' assessed needs. Records seen show involvement from people, their representatives and professionals, ensuring care remains responsive to changing circumstances. Detailed information about people's histories, preferences, communication needs and aspirations enable care staff to provide consistent and tailored support. Records show effective partnership working with external professionals to support people's wellbeing, such as health appointments and specialist input.

There are appropriate arrangements in place to ensure people are protected from harm and abuse and their safety is safeguarded. Staff understand their responsibilities in recognising and responding to safeguarding concerns, receive safeguarding training and are able to describe reporting procedures. Personal plans and risk assessments provide clear guidance to support people safely whilst minimising restrictions on their rights and freedoms. The service responds appropriately to incidents and maintains oversight through regular audits and management checks. Professionals are involved where required to ensure people's safety and well-being needs are met.

People's medication is safely managed. Medication systems are organised and provide assurance that people receive their medicines as prescribed. Medication administration records reviewed are completed appropriately, medication balances are accurate, and regular audits are undertaken to monitor practice. Staff responsible for administering medication have received training and competency assessments which are reviewed regularly. People are supported to self-administer their medication or work towards this. Since the previous inspection, there is strengthened oversight and improved recording processes, helping to reduce the risk of error and to support people to receive their prescribed medication consistently and safely.

The provider ensures people's risk of infection is minimised. During the inspection, we saw communal areas, bedrooms and facilities are clean, tidy and well maintained. There are routine audits, cleaning schedules, and the availability of personal protective equipment to ensure Infection prevention and control measures are maintained. Staff receive Infection prevention and control training and understand their responsibilities in maintaining hygiene standards and supporting people safely.

## Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. People live in a homely, comfortable and spacious environment that promotes their independence and well-being. People have access to a variety of communal living areas where they can spend time with others or participate in various activities. During the inspection we saw people making use of these areas and appeared relaxed in their environment. There is a large kitchen at the service which people can access whenever they wish. The service encourages people to get involved in cooking and meal preparation, along with menu planning. All bedrooms are en-suite with some having a kitchen and lounge area, promoting independent living. During the inspection, bedrooms were found to be spacious, personalised and reflective of individual preferences, helping people feel comfortable and settled in their home. There is a large appealing garden people can access at any time which offers a lawn, a patio and BBQ areas offering a peaceful space for sitting and relaxing. Environmental improvements identified following the previous inspection have been completed. The provider has continued to invest in the environment, with replacement carpets planned and an ongoing bathroom refurbishment underway.

There are established systems in place to ensure the premises remain safe and well maintained. A range of routine monitoring arrangements are in place including daily, weekly and monthly audits covering health and safety, infection prevention and control, food safety, medication management and the environment. Records seen show regular fire alarm testing, emergency lighting checks, fire safety audits, fire door inspections, water temperature monitoring, vehicle safety checks and evacuation route inspections. The service maintains up-to-date certificates and servicing arrangements for key systems including gas safety, electrical safety, legionella monitoring, emergency lighting and fire safety equipment. There are effective arrangements in place to ensure the safe storage and management of substances hazardous to health (COSHH).

The service has a dedicated maintenance person who is available to ensure repairs and improvements are completed promptly. The environment is visibly well cared for, and care staff understand their responsibilities in maintaining a safe environment.

## Leadership & Management — Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The service benefits from strong and highly visible leadership that places people's well-being at the centre of decision-making. Effective governance arrangements are in place through a comprehensive programme of audits, monitoring systems and quality assurance processes which support continuous improvement of the service. The manager has a visible presence within the service, is there daily and provides ongoing support to the staff team. The RI maintains regular oversight through frequent visits and ongoing communication with the management team. During their visits, they speak to people, their relatives and care staff about the service. This feedback is used to make continued improvements to the service. This approach creates a culture of accountability and continuous development, resulting in sustained improvements in the quality of care and the environment.

Quality assurance systems are embedded throughout the service and are used proactively to drive improvement. We saw detailed audits covering a range of areas and improvements identified from these actioned promptly. RI reports and regular monitoring processes provided additional oversight and demonstrated a commitment to evaluating the quality of care provided.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. There are effective recruitment, training and workforce development arrangements in place. Staff files are organised and contain the information and background checks required to demonstrate safe recruitment practices. Care staff have access to both mandatory and service-specific learning opportunities and training compliance is monitored. Care staff are encouraged and supported to achieve nationally recognised qualifications. Care staff demonstrate a good understanding of people's individual needs and spoke knowledgeably about how they support people to achieve positive outcomes.

Care staff spoken with overall feel supported in their roles and described the management team as approachable and supportive. Supervision and appraisal records show care staff receive regular support, and opportunities for professional development in line with regulatory expectations. Most staff are appropriately registered with Social Care Wales, demonstrating the provider's commitment to professional standards. Staff spoken with told us, *"The manager is very supportive, their door is always open, and we can discuss anything with them"* and *"the staff team is the best, we support each other".*

# 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.**

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

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