



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Burrows Hall



Burrows Hall Nursing Home, Burrows Lane, Llangennith, Swansea, SA3 1JB



01792386221



www.burrowshall.co.uk

The inspection visit took place on 18/12/2025

Service Information:

Operated by:	Burrows Hall
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	33
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

Good

Summary:

Burrows Hall is a well-established service situated within the community of Llangennith in the Gower Peninsular, and provides care and support to people, including nursing care. It is within easy reach of local facilities including cafes, pubs and beaches. People experience excellent well-being outcomes at the service. People and families spoken with report positive experiences, describing warm, respectful interactions and meaningful activities tailored to individual preferences.

The care and support people receive is good, and people tell us their experience of being supported by the service is positive. Personal plans are detailed, person-centred and written in collaboration with people and/or their representatives.

The environment is good. People live in a homely environment with appropriate, well-maintained facilities and equipment. Health and safety checks and certificates are up to date, and the kitchen is well-managed.

Leadership and management is good and the management team are visible and supportive. There is strong governance of the service with effective oversight from the Responsible Individual (RI) who is supported by a committed and experienced management team.

Findings:



Well-being

Excellent

Well-being is excellent and people live healthily and safely with control over their lives. People are actively supported to identify their well-being outcomes and encouraged to build on their strengths. People's desired well-being outcomes are explored with them and their family members before they move to Burrows Hall. Well-being outcomes are reviewed frequently with involvement from people and their families. We saw people actively participating in activities they enjoy such as painting, having their hair done and spending time with loved ones. People told us they can get involved in activities that interest them and enjoy new activities. We saw people consistently offered choice over their day-to-day lives and actively involved in decisions that affect them. We saw very strong evidence of the service provider emphasise independence and choice through positive risk management. Management pro-actively explore opportunities for people to do the things they enjoy, working in partnership with other agencies to provide a holistic care package. This promotes person centred care and support in the person's best interests and wishes. People spoken with told us *"Staff are tops, they'll do anything for you, this place is 'heaven sent' – they're all so helpful and cheerful."*

People are safe and protected from abuse and neglect. Burrows Hall provides a safe and secure environment in which people can live. People are encouraged to express their concerns and preferences and told us they feel comfortable raising issues with the staff team and manager. People spoken with told us they are treated with dignity and respect. People's meal preferences and dietary requirements are consistently met, and a menu is displayed in the dining area. People and their families are consulted with regularly to discuss the service, what's going well and what they would like to change.

Safe and healthy relationships are encouraged, and people are supported to maintain existing relationships and form new ones. People's interests are explored and opportunities provided for them to complete activities that are meaningful to them. We saw people involved in activities throughout our visit and they told us what they enjoy doing with their day. Visitors are welcomed and people can have their relatives and friends visit at any time. A relative told us *"I am happy with the care here, the staff are great and very friendly and make me feel welcome."*

People live in accommodation that supports them to achieve their desired well-being outcomes. There is equipment available to people to support their individual needs. Bedrooms are personalised and people are encouraged to bring their personal belongings with them. There are communal areas where people can relax and socialise if they wish.



Care & Support

Good

People receive good quality of care and support to achieve positive personal outcomes. Comprehensive needs assessments are completed prior to the service commencing. Personal plans are implemented based on this assessment in collaboration with people and/or their representatives. Personal plans are strengths based, include people's preferences and beliefs and outline how staff should support people to achieve their well-being outcomes. Corresponding risk assessments are in place and are kept under review. Daily care documentation is thorough and informative. Families spoken with told us they are kept updated and are regularly consulted about their relative's personal plan and involved in the review of this document. People spoken with told us *"I am involved in planning of my care"* and *"I have a voice here."*

The service ensures people are protected from harm and abuse. Concerns about safety are listened to and investigated thoroughly, good practices are continually identified through lessons learned and reflective practices. We saw people supported by skilled and competent staff to achieve their outcomes in the least restrictive way possible. People are supported to do the things they enjoy. Visitors are encouraged and people know how to raise a complaint if needed. A complaints procedure is available. Deprivation of liberty safeguards are in place where required and communicated to the staff team and detailed in personal plans. The service works closely with healthcare professionals to ensure people's health needs are met.

People's medication is safely managed. Medication is stored securely in a designated area within locked trolleys. Temperature checks are completed daily to ensure the efficacy of medication is maintained. Medication administration records seen are accurate and records completed thoroughly. Staff receive appropriate training to ensure they are competent to administer medication. Audits are completed routinely and areas for improvement identified from these are actioned.

People's risk of infection is minimised by the service provider promoting good hygiene practices. Staff are trained in infection control and implement safe practices. There is an infection prevention and control policy in place which staff can access when needed. There are effective oversight and review systems in place to monitor practices and ensure they minimise the risk of infection. We saw sufficient supplies of Personal Protective Equipment (PPE) available throughout the service, and staff use this whenever required and in line with agreed guidelines.



Environment

Good

The environment is good and people benefit from a warm, clean, well lit, and welcoming environment at Burrows Hall. We viewed a variety of communal areas, including a large sitting area with views of the sea, a library corner, and a quieter lounge, promoting spaces for meaningful activity and ensuring people's different needs are met. Bathrooms and toilets are adapted to promote privacy, dignity, safety and accessibility. People's bedrooms are comfortable and personalised with belongings that are important to them. Outdoor spaces for communal use are safe, attractive and accessible with tables and seating.

We observed daily cleaning being undertaken and saw that cleaning products are stored safely and according to regulations of Control of Substances Hazardous to Health (COSHH). Staff confirmed PPE supplies are sufficient, and we observed infection control protocols being followed. We viewed the kitchen and food preparation areas and spoke with staff who demonstrated good knowledge of people's dietary needs and requirements. Comments from people included '*food is brilliant*' and '*if we want anything all we need to do is ask*'. The service has been inspected by the Food Standards Agency and awarded a level four rating which means hygienic food handling and management of food safety is good and cleanliness and condition of facilities and building is generally satisfactory.

Some parts of the building are dated but we were told by the RI and observed during our visit that cyclical decoration works as well as environmental updates of the building are ongoing. The laundry room has recently been moved to a different area, creating more space for planned works for a larger staff room within the building. There is a maintenance system in place that ensures any immediate repairs needed are identified and actioned in response to the relevant level of urgency. This supports safety of individuals using the service, staff and visitors.

People can be confident they live in a safe environment. A secure door entry system and visitor logbook monitors movement in and out of the building. The service provider ensures people have sufficient suitable and safe equipment to meet their needs. Effective oversight was demonstrated in a detailed file, evidencing all equipment is serviced and inspected at required intervals. Documents required are present and current. Health and Safety and Fire compliance testing in line with regulations are also in place. A current fire risk assessment was seen and the RI demonstrated how they are in the process of addressing actions identified within timeframes. We observed Personal Emergency Evacuation Plans in place for people which are reviewed frequently to ensure safe evacuation.



Leadership & Management

Good

Leadership and management are good as the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The RI has a strong presence in the service and is there daily. They regularly speak to people, their families and staff members to gather feedback about what's working well and what needs improvement. This information is then used to inform any required changes or improvements to the service. This was seen in regulatory review documentation, which is consistently completed within required timeframes. The RI is supported by a dedicated, knowledgeable and committed management team who work to implement improvements and ensure the smooth running of the service.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Staff are offered a range of mandatory and service specific training and is a mix of online and face to-face training. Staff are encouraged and supported to enrol in further training courses and qualifications relevant to their role. Staff spoken with demonstrated a good understanding of their role and responsibilities. They told us they feel comfortable asking the management team for further training if they felt they needed it.

The service has a committed staff team who feel supported in their roles. We sampled staff files and saw recruitment and background checks are in place. Disclosure and Barring Service (DBS) checks are completed and renewed within the correct timeframes. We saw that staff are registered with Social Care Wales (SCW) or working towards this. Nursing staff have up to date PIN numbers. Staff supervision and appraisal are completed within regulatory timeframes. Staff meetings are frequently held. Staff told us these meetings are beneficial, and everyone is encouraged to contribute. Staff also told us *"I like the management, they are very good to us, you tell them a problem, and they sort it"* and *"RI and management support is exceptional, the staff team works well together, we have a very good working relationship."*

There is a written guide to the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from the service. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided.

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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