



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Awel y Mor Care Centre



Awel Y Mor Care Centre, Brynafon Road Gorseinon, Swansea, SA4 4YF



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www.barchester.com

Date(s) of inspection visit(s):

30/06/2025

Service Information:

Operated by:	Barchester Healthcare Homes 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:	58
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Awel y Mor is a specialised service delivering rehabilitation, support and accommodation to individuals with a range of complex diagnoses including acute brain and spinal injuries. The service is well- equipped to support people to recover and encourages them to reach their full potential when possible.

People have excellent well-being in the service and are able to engage in meaningful activities that they enjoy as well as being supported through their recovery and development. Families are encouraged to attend events in the service which bring people together and enhances the homely feeling in the service. People are encouraged to lead active and busy lives with dedicated and driven care staff who know them well.

People are provided with excellent care and support. Personal plans portray the views of people and/or their family members when possible. Those spoken with during the inspection gave exemplary feedback of the care provided to them and the effective communication between them, professionals and all involved in the service.

The environment is excellent as it is well thought out to ensure it meets the needs of people in both personal bedroom space and communal areas. There is a bespoke gym in the service with equipment to encourage and support people to regain their skills and strengths and build on their abilities to improve where possible. People can spend time in various communal areas, quiet spaces or in their rooms which are all light, spacious and homely.

Leadership and management are excellent with a very positive culture which is embedded by a very respected management team. There is a highly positive atmosphere in the service and a clear drive to encourage people to reach their goals and full potential. Effective and robust oversight and governance tools are in place which ensures the continuous smooth running of the service. The care team are recruited, supported and trained effectively and speak very highly of their work life in Awel y Mor.

Findings:



Well-being

Excellent

People's voices are heard and highly respected in the service. People and/or their representatives are consulted with and contribute to the development of their personal plans and goals in all aspects of their care wherever possible. What matters to people is captured well and their goals and aims are documented and updated as people progress through their recovery. People are very much at the heart of the service and all aspects of care delivery are provided in consultation with them. People are consulted with for any planned projects in the service, and they influence decisions that are made. Where possible, people make choices multiple times a day including what to eat, what to do and where to spend their time. The RI and senior management team actively engage with people to obtain their continuous feedback about the service so they can drive improvements.

People are protected from harm and neglect. Due to the complexity of needs provided for in the service, many people have multidisciplinary health teams and advocates involved, these professionals often support people with their families and make decisions for them in their best interests. When this is the case, appropriate up to date Deprivation of Liberty Safeguards (DoLS) are requested for them. Care staff undertake mandatory safeguarding training and understand their responsibilities. The service has security measures in place to keep people safe and there are several maintenance men employed to ensure the service premises is always in good order. The provider has robust procedures in place to ensure care staff are recruited safely and effectively to ensure they are suitable to work as a care professional.

People have enhanced well-being due to activities being planned and thought out in conjunction with their needs and abilities. We saw one to one activity as well as group activities taking place, and visiting relatives joined in too. People were enjoying a movie and others reading the paper, doing their jigsaw or listening to music on their headphones. People were actively engaged in exercising in the service's physiotherapist led gym. We saw lots of photos and heard people's memories of events that have taken place in the service and outings that people have participated in. Ensuring people maintain strong relationships with friends and family is paramount in the service and special events and restaurant nights are planned to ensure people can have social nights together as well as daytime events.

People benefit from living in a purpose-built service which has been designed to best support their needs. People have ensuite rooms tailored to meet their individual needs. Bespoke facilities and equipment are in place to encourage and promote people's recovery and independence, this includes the gym and support kitchen. The whole service is very well maintained, clean, safe and homely. Communal areas both indoors and outdoors are homely and inviting,



Care & Support

Excellent

People have detailed and person-centred plans in place that reflect their up to date needs well. Several care files were viewed; all were consistently well organised on the new electronic system about to launch and easy to follow. Care documentation is clear and gives care staff good information on how best to support people at all times. Assessments prior to admission are detailed and robust and this information is shared with care staff also. Staff spoken with displayed excellent knowledge and understanding of the needs of supported individuals including those who had only been living there a few days. Personal plans are completed with people whenever possible and are reviewed regularly to ensure they meet people's changing needs. People, relatives and professionals are highly complimentary of the care and support provided, comments included: *"I am really involved in writing my plan. It is mine"*, *"I can't speak highly enough about the place, they are so good at the little things, all the residents come first here"* and *"X has a good life here"*.

There are very effective systems in place to manage and oversee medication at the service and maintain people's health. We looked at medication systems and records and found these to be accurate and effective ensuring people get the right medication at the right time. Medication storage is organised, secure and not over stocked. Temperature checks and controls are in place to ensure safe medication storage and prevent any spoiling. Routine medication audits are in place to ensure any issues are detected and rectified quickly. There are excellent procedures in place to monitor people's health with an emphasis on recovery and supporting people to improve in health and strength, increasing independence as much as possible. Multiple success stories of people moving on from the service to more independent living were shared with us. Relationships with health professionals are very good and those spoken with had nothing but praise for the service, commending them for their proactive support to improve people's outcomes as much as possible.

People can enjoy an extensive range of activities in the service. The service works with people to understand the things they enjoy. Recently a para-athlete has been working with people in the service to get their interest in a new accessible sport which has been a great success. Multiple activities were taking place during the inspection such as sand art, jigsaws, movies, and more. Themed events take place in the dining room which is transformed into a restaurant for relatives and friends to come and join their loved ones on special occasions. The kitchen staff told us how successful these were both for people but also for them as a staff team to try out new and different skills in their professions. Visitors are encouraged and very welcome in the service with refreshments always available. Four dedicated well-being coordinators are in post who tailor activities around people's likes and dislikes. Relatives spoken with were very complimentary of the engagement with people in the service. Comments included: *"Staff go above and beyond to ensure their residents are happy"* and *"staff come in on their days off to spend time with residents to do activities with them"*.



Environment

Excellent

People live in a service that has excellent facilities for them both inside and outside which supports them to meet their needs. On entering the service there is welcoming reception area, where visitors are welcome to have refreshments. The ground floor is home to the service's offices, kitchen, staff area, laundry room, dining room, bespoke gym, rehabilitation kitchen, as well as many of the ensuite bedrooms and specialised bathrooms. On the first floor there are further bedrooms, another refreshment area, and a communal lounge. The outside areas in the service are well thought out with seating areas, water features, shaded areas, barbeque and lots of flowers and a fishpond for people to enjoy. The provider invests in top of the range high-quality equipment that can adapt to meet the different needs of people, this includes adjustable dining tables that can rise to accommodate different heights of chairs and wheelchairs. The rehabilitation kitchen has been installed to support people to rebuild their skills and independence to prepare meals and drinks for themselves. This bespoke kitchen is designed to meet the needs of the individual with worktop and equipment that rises to accommodate mobility aids. The gym is equipped with specialist equipment to support people to maintain and improve on their mobility and strength under the supervision of the in-house physiotherapist. Professionals visiting the service commended the service on their approach to investing in equipment to improve the quality of life of people, one said *"Whatever is needed here within reason it is sourced, there is never a concern about funding if it's what people need"*.

The provider has robust procedures in place to identify and mitigate risks to health and safety. The service has a team of maintenance personnel who are very dedicated and happy in their roles. They oversee all the maintenance required daily in the service which is kept to a very high standard. We saw daily, weekly and monthly checks on the building and facilities are carried out completely and consistently. Certificates are in place for annual servicing of equipment and facilities including gas and electricity. Hard working domestic staff ensure the service is clean and homely whilst maintaining good procedures in infection control. The provider has an ongoing programme of refurbishment in place to ensure elements of the service are upgraded as and when needed. At the time of this inspection, maintenance was taking place on the roof following the installation of solar panels. The provider decided to do this to have a greener energy supply in the service and for long term savings. We saw the laundry room in good, organised and working order and all cleaning equipment including substances hazardous to health are stored safely and securely. The kitchen has recently been rated a 5- Very good, in the food hygiene ratings following inspection from environmental health. The chef and conscientious kitchen team have excellent procedures in place to ensure the kitchen is always clean, with rotational cleaning regimes in place.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. At the time of this inspection there was an acting manager in post who is very highly regarded by all in the service and visible to all daily. There is a very positive atmosphere and culture in the service which is reflected in the feedback from people, excellent staff morale, low staff turnover and good consistency in care provision taking place. Daily, weekly and monthly manager audits are in place including walk arounds and medication audits to ensure the service runs smoothly. The RI and area directors visit the service routinely to oversee different elements of the service. This includes health and safety, quality assurance and dip sampling of documentation. People are encouraged to give feedback about the service during routine RI visits. We viewed policies and procedures and saw these are reviewed routinely. The Statement of purpose is reviewed and submitted to CIW via notification as required and continues to describe the service and how it meets the needs of individuals effectively. The bi-annual quality of care review is completed promptly and gives a very good overview of the service, its successes and action plans for the future.

People are supported by highly efficient and diligent staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Every single staff member in Awel y Mor, from care staff, maintenance, domestics, nurses, physios and management is valued and there is a strong sense of belonging and teamwork in the service. Feedback from care staff of all departments was exemplary of this, comments included: *"it's such a lovely home, the atmosphere is great, everyone is happy, staff, residents and relatives who visit, it doesn't feel like work at all"*, *"Each and every staff member always goes above and beyond for residents. I'm proud to say I work here"*, and *"I absolutely love my job here, it's such a supportive place to work"*. Staff working in the service are recruited effectively. With all required checks and documentation in place within personnel files, including references, ID documents and up to date Disclosure and Barring Service (DBS) checks. Most care staff are registered or working towards registration with Social Care Wales- the workforce regulator. Routine supervision and appraisals are prioritised to support staff in their development and training is completed and updated continuously to ensure their skills and knowledge are up to date. Care staff spoken with were very complimentary of the training and support they receive, comments included *"The opportunities that have been given to me have been endless to excel in my career"* and *"The management are superb, cannot fault them at all"*.

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

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