Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Llys y Tywysog Care Home

Llys-y-tywysog, Clos Pengelli Grovesend, Swansea, SA4 4JW

01792896111

www.barchester.com

The inspection visit took place on 27/08/2026

Service Information:

Operated by:	Barchester Healthcare Homes Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	54
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Llys y Tywysog is a residential care home located in Grovesend, Swansea. The home provides accommodation and support for up to 54 people with residential and dementia care needs across two floors. The service also provides respite care.

Well-being is excellent because people have a strong voice in how the service is run and receive highly personalised support that reflects what matters to them. They are supported to maintain relationships, pursue meaningful interests, influence decision-making and take positive risks, resulting in people feeling safe, connected, valued and engaged in daily life.

Care and support is excellent because people receive highly personalised care from staff who know them exceptionally well and understand their individual needs and preferences. Comprehensive care planning, effective risk management, strong partnership working and robust safeguarding arrangements support positive outcomes for people. High standards of medication

management and infection prevention further ensure people receive safe and consistent care.

The environment is excellent because people live in a high-quality and well-maintained home that promotes comfort, dignity and well-being. The environment offers a range of facilities and spaces that enhance people's daily lives, while ongoing investment, effective maintenance and robust health and safety arrangements ensure people experience positive outcomes in a safe setting.

Leadership and management is excellent because strong, visible leaders promote a positive culture and use effective governance systems to drive continuous improvement. Feedback is actively sought and acted upon, while robust oversight provides assurance of high-quality care. Staff are well supported, highly trained, recognised for their contributions and motivated to deliver excellent outcomes for people.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives because they are actively involved in decisions about their care and daily experiences. Staff spoken with demonstrate an excellent understanding of the people they support and described how they promote choice and independence. The service has a personalised transition process, with information gathered before admission used to develop support that reflects people's interests and aspirations. Communication needs are carefully considered, with translation services and multilingual communication resources available where required. People are encouraged to share their views through resident meetings, surveys and resident ambassador roles, and we found clear evidence that feedback influences decision-making through the home's established “You Said, We Did” approach. Residents are also involved in staff recruitment processes, helping to shape the service they receive.

People are protected from abuse and neglect. People are encouraged to raise concerns and share their views. Resident meeting records demonstrate open and honest discussions about matters important to people, including care, activities, food and the environment. One relative told us, *“Yes, absolutely they would act”* when asked whether concerns would be addressed. Managers maintain effective oversight of complaints and concerns, responding promptly and transparently when issues are raised. Records demonstrated a strong culture of openness and learning. People affected were involved in discussions, investigations were thorough, and lessons learned were used to improve practice. People told us they feel safe, and we found strong evidence of positive risk management, ensuring risks are appropriately assessed and reviewed whilst balancing the needs and wishes of those involved.

People are supported to cultivate safe and healthy relationships**.** People maintain important relationships with family, friends and the wider community and have diverse opportunities to pursue interests that are meaningful to them. The well-being team demonstrates an exceptional understanding of what matters to people, supporting individual wishes through personalised experiences, activities and outings. Through the home’s “Wishing Washing Line” initiative, people have achieved personal goals, including swimming trips and visits to Swansea Market. Welsh language and culture are promoted through weekly lessons led by a resident ambassador in the dedicated Welsh corner. During the inspection we observed people actively participating in meaningful activities, singing and engaging with one another. One person told us, *“It's a lovely place to live. Made many friends in the short time I have been here.”*

People live in accommodation that supports their well-being outcomes. Technology is used to promote communication and engagement, helping people remain connected. Together, the environment and resources available promote a strong sense of purpose and belonging.

Care & Support — Excellent

People receive the quality of care and support they need to achieve their personal outcomes because staff provide exceptionally personalised care that is centred on people's individual wishes, preferences and aspirations. Personal plans are comprehensive, regularly reviewed and clearly reflect people's preferences, routines, support needs and wishes. Staff demonstrate a detailed understanding of the people they support, with one member of staff telling us, "*Everyone has individualised care plans. That's the way Barchester works. Everyone's plan is different."* Risk assessments are detailed, person-centred and regularly updated, helping to promote both safety and independence. Records demonstrate a clear link between assessment, planning and the delivery of care, with support provided in line with peoples' agreed needs and preferences. Records relating to personal care, repositioning, skin integrity and health monitoring are completed consistently, providing assurance that planned care is delivered in practice. People benefit from continuity of care from a staff team who know them exceptionally well and understand their histories and personalities. A relative told us, '*Staff understand and know him*." Strong partnership working is evident, with concerns escalated promptly to health professionals and recommendations implemented without delay. End of life planning is particularly impressive, demonstrating a compassionate and empowering approach where people's wishes are respected and clearly recorded. The same high standard of assessment, planning and support is evident for people accessing shorter-term respite care.

People are protected from harm and abuse because safeguarding is firmly embedded within the culture of the service**.** Comprehensive policies reflect current Welsh legislation and are supported by regular audits, learning reviews and clear governance arrangements. Staff demonstrated a good understanding of safeguarding responsibilities and confidently described the action they would take if concerns arose. The provider promotes openness through its well-established "Speak Up" process, which includes a confidential helpline and dedicated email address.

People's medication is safely managed through effective systems and robust oversight. Daily and monthly medication audits provide detailed scrutiny of practice and support high standards. Medicines are stored appropriately and covert medication arrangements are managed in line with current guidance and best-interest processes. Comprehensive policies promote safe and person-centred practice, with a strong emphasis on competency and prompt retraining where required.

People's risk of infection is minimised through effective infection prevention and control measures. Regular audits support continuous improvement, and we observed good supplies of personal protective equipment available. Staff follow appropriate infection control practices, and the COSHH storage area is secure and well maintained, helping to protect the health and well-being of people living at the service.

Environment — Excellent

People live in a high-quality environment that has been carefully designed and maintained to promote comfort, dignity, choice and well-being. The home is exceptionally clean, well maintained and welcoming, creating a comfortable and homely atmosphere. One relative told us, "*It's well maintained, it's clean, it's lovely*," whilst a resident commented, "*Firstly the food is beautiful, there's so much choice, something for everyone*." Accommodation is of an excellent standard, with all bedrooms benefiting from en-suite toilet facilities. Several rooms also offer additional features, including private shower rooms and balconies. Bedrooms viewed are thoughtfully personalised with photographs and other meaningful possessions, helping to create familiar and comfortable spaces that reflect people's identities.

The environment provides a variety of spaces to meet different preferences and needs, including communal areas for social interaction, quieter lounges for relaxation, a welcoming reception area and a dedicated Welsh corner which promotes language and culture. Facilities throughout the home include an on-site salon with hairdressing and nail services, alongside specialist bathing facilities incorporating jacuzzi baths, mood lighting and music, which help to create a relaxing sensory experience and support people's well-being. The home has attractive and accessible outdoor areas, including level pathways and a secure courtyard with seating. These spaces are used for social events, and we saw people have opportunities to participate in gardening activities.

The dining experience reflects the provider's commitment to delivering more than simply a meal. During observations, the atmosphere was calm and enjoyable, with people chatting, singing along to background music and clearly taking pleasure in the experience. Staff support people attentively and respectfully, helping to create a positive dining experience that promotes social interaction and well-being. The kitchen holds a five-star food hygiene rating, the highest possible score. Dietary requirements are clearly recorded and regularly reviewed. Kitchen staff spoke positively about their roles, explaining that "we get plenty of training" and "it's really organised."

The provider demonstrates a strong commitment to maintaining and improving the environment. Effective systems are in place to ensure repairs are identified and addressed promptly, supported by ongoing investment in bathrooms, flooring, furnishings and communal areas. Facilities and equipment are well maintained and fit for purpose. The home promotes safety without compromising its welcoming atmosphere, with secure keypad entry systems in operation. Records demonstrate that essential health and safety arrangements are effectively managed. We reviewed a range of documentation, including fire safety and gas safety records, and found all required checks, testing and certification to be current and in good order.

Leadership & Management — Excellent

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. Leadership is a significant strength of the service. The manager and deputy manager demonstrate exceptional knowledge of people living at the home, their relatives, staff and overall service performance. Robust governance arrangements provide strong assurance that people consistently receive high-quality care. Regular audits, clinical governance meetings, competency assessments and quality assurance processes are used to monitor performance and drive continuous improvement. Feedback from people, relatives and staff, including through the provider's annual "Tell Barchester" survey, is actively sought and used to inform service development. Strong provider oversight is evident through regular review of key areas including safeguarding, complaints, training, medication management, maintenance and health and safety. Audit findings are analysed and acted upon to improve outcomes for people. The home recently achieved the highest outcome within the provider's internal quality assurance processes, demonstrating the effectiveness of its governance arrangements. Leaders are highly visible and approachable, promoting a culture of openness. Staff are actively involved in the ongoing development of the service. A healthcare professional told us, *"The managers really want to get involved, they know what's going on. I agree it's an open-door culture here."*

People are supported by staff with the necessary skills, expertise and qualifications to meet people's care and support needs. Staff are recruited safely, registered with Social Care Wales where required and supported through induction, training, supervision and competency assessment. Training compliance is consistently high, and records demonstrate staff receive training appropriate to their roles and responsibilities. Staff are supported to achieve qualifications and access a range of learning and development opportunities. Knowledge, experience and individual strengths are recognised through champion roles, including dementia, palliative care, well-being, infection prevention and control and buddying champions. These roles strengthen expertise across the service and support the sharing of good practice. Leaders demonstrate a strong commitment to equality, diversity and inclusion, making personalised adjustments to support staff in their roles. Staff consistently describe managers as approachable and supportive. Achievements are recognised through employee recognition schemes and long-service awards. Important milestones and social events are celebrated, helping to foster a strong sense of teamwork and belonging. One member of staff told us, *"I've been in care a long time and it's one of the nicest homes I've ever worked,"* whilst another described the home as *"a very tight knit community... we really are one big family."* The number of long-serving staff and positive feedback demonstrates a service where staff feel valued and motivated to provide exceptionally high standards of care.

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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