



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Woodlands



The Woodlands, Cadle Mill, Swansea, SA5 4PA



01792588122

Date(s) of inspection visit(s):

24/04/2025

Service Information:

Operated by:	Aston Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	9
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Woodlands is a homely and welcoming service for adults based in the Swansea area close to numerous community facilities and amenities. People and their relatives told us they are happy with the care and support provided by the service. There are personal plans in place which reflect the person well. The Responsible Individual (RI) demonstrates good governance which in turn drives any improvements needed. The management team have a strong presence in the service and are experienced and dedicated. The service employs a skilled staff team who are appropriately trained to meet people's needs. Staff feel well supported by the management team and are confident in their roles.

People experience good wellbeing outcomes as the service actively promotes independence and support to achieve their goals. People are supported to do the things that matter to them in a person-centred way. The care and support people receive is good, and people tell us their experience of being supported by the service is positive. The environment is good and enables people to achieve their identified outcomes. Leadership and management of the service is good. The service is very well led and has a positive culture of promoting the well-being of the people it supports along with its staff.

Findings:



Well-being

Good

People receive good care and support and speak positively about the service. We saw staff provide support in a respectful and dignified manner and all interactions seen were positive. People appeared relaxed in their environment and could choose where and how to spend their time. Personal plans clearly detail people's likes, dislikes and how they prefer to be supported. Records show people are empowered to achieve their identified wellbeing outcomes. Personal plan reviews take place at least quarterly, and any changes required are always acted upon by the manager and staff team. We saw care staff consistently involve people in day-to-day choices such as choosing meals and any activities they would like to do. People spoken with told us *"staff are great", "there's lots and lots of activities I can get involved in" and "I go out every single day"*.

People live healthily and safely with control over their lives. People have a strong voice throughout the service and lead in their care and support arrangements. We saw people choosing how to spend their day and they told us they make decisions daily about their lives. People were seen attending various activities within the service and within the community. People can access a safe outdoor space whenever they like, and we saw people freely using this area. There is a daily menu in place with a choice of meals offered. People told us if they do not want what is on the menu they can ask for something else. Bedrooms seen are personalised to individual preferences. Meetings about the service take place routinely. People actively participate in these and are asked for their feedback and any improvements needed. These are then followed up and reviewed in following meetings. People are encouraged and supported to get involved in household tasks and the general upkeep of their home.

The provider ensures people are safe and protected from harm and abuse. Staff are recruited safely, and appropriate background checks are completed before they start employment. Staff receive safeguarding training and those spoken with show good knowledge of their responsibilities around this. Staff told us they feel confident and comfortable to report any concerns. There is a safeguarding policy in place that reflects the Wales safeguarding procedures. Staffing levels are appropriate and are reviewed as people's needs change. Routine health and safety checks are completed, and the environment is kept clean and clutter free. The service is secure, and visitors are asked to sign a visitors' book.



Care & Support

Good

The provider delivers good quality of care and support to help people achieve their personal outcomes. There is a written guide about the service which provides people, their relatives and professionals detailed information to enable them to make an informed choice. This is available in a variety of formats including Welsh and pictorial. Before offering a service, the provider completes comprehensive assessments to ensure they can meet people's needs. We saw examples of these. People's preferences and individual needs are clearly recorded in personalised plans. This enables staff to provide care and support in a way people prefer. Personal plans are strengths based and outline how staff should support people to achieve their wellbeing outcomes. Risk assessments align with personal plans and are routinely reviewed. Daily care documentation is maintained by staff and entries are thorough and in depth.

Highly motivated and dedicated care staff provide people with continuity of care and support. Staff are knowledgeable about people's health and social care needs and demonstrate a patient, empathetic and values led approach. We saw warm and respectful interactions from care staff to people, and they were understanding of people's care and support needs. The service has a good staff retention rate which ensures good continuity of care.

The service's robust approach to safeguarding helps to protect people from harm and abuse. Staff complete safeguarding training and those spoken with demonstrate a clear understanding of how to report matters of a safeguarding nature. The service has an up to date and comprehensive safeguarding policy in place which reflects the Wales Safeguarding procedures. People, their relatives and staff are confident the management team will address any issues or concerns as they arise.

Effective systems are in place to ensure the safe management of medication, and good practices help promote people's health. Medication is securely stored in a locked dedicated room. Temperature checks are conducted daily, and the recorded levels fall within the appropriate range, ensuring safe storage conditions for medication. Medication Administration Records (MAR) are completed accurately. Robust procedures are in place for ordering and auditing medication within the service, reducing the risk of errors. Staff responsible for administering medication receive appropriate training and are assessed for competence. Additionally, the service has appropriate medication policies and procedures that are reviewed annually.

The provider ensures good standards of hygiene practices through effective oversight. This minimises people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE).



Environment

Good

Care and support is provided in an environment that promotes and enables people to achieve their personal outcomes. The service provides suitable communal and personal spaces, with well-maintained facilities and equipment. All areas of the service are nicely decorated, clean and clutter free. Communal spaces are bright and inviting and offer a space for people to relax and socialise if they wish. We saw a number of bedrooms which are pleasantly decorated, and each are personalised according to individual preferences. People told us they were able to decorate and make changes to their bedrooms as they desired. There is a large, secure and well-maintained outdoor space people can access whenever they like without restriction. We saw people making good use of this space. There is an activities room where we saw people getting involved in various activities and coming and going as they pleased. Necessary adaptations and equipment are available as required. The environment is well maintained, with any repairs or redecoration requirements documented and completed. A new kitchen is due to be installed imminently and there is continuous investment and refurbishment of the property to maintain good standards.

The service provider ensures risks to health and safety are identified, mitigated and reduced. The service has a secure entry system in place and a visitors' book. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw mandatory fire safety checks take place routinely and certificates for fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. A fire drill had taken place recently. We saw fire evacuation procedures were displayed and available in pictorial format, giving people clear instruction of what to do in an emergency. Weekly water temperature checks are taken and documented. Personal emergency evacuation plans (PEEP's) are in place for people. Laundry facilities are well managed, and the risk of cross contamination reduced as far as possible. The home has a current food hygiene rating of 5 (very good). Control of substances hazardous to health (COSHH) is appropriate and products are stored in a designated locked area, with accompanying safety data sheets available. Staff told us they had access to appropriate personal protective equipment (PPE) and there were sufficient supplies of these.



Leadership & Management

Good

The provider ensures there is a positive culture within the service, which is supportive, inclusive, and respectful. The long-standing and experienced management team are committed and passionate about the people receiving a service and the staff team. The service has a highly committed staff team who feel supported in their roles. Care and support is values based, placing people at the heart of the service. Care staff spoke positively about the management team and told us they felt supported in their roles. They told us *"I love my job, if I have any problem I can turn to my manager, they always have the answer"* and *"the manager is easy to talk to and approachable"*.

People and their relatives told us they have confidence in the management of the service. They said *"I can discuss any concerns with the manager and I know it'll get sorted"* and *"the place is lovely; staff are all great"*. There are systems in place to support staff in their roles. These include regular supervision, open communication, high quality training and annual appraisals. The service arranges regular staff meetings and team members are encouraged to discuss any matters of concern, demonstrating an open and honest culture is promoted within the team.

The service has effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The RI visits the service regularly and works closely with people, their families, and staff to gather feedback, which informs any required improvements. This was seen in the quality-of-care reviews, which are completed within regulatory timeframes and show a good standard of oversight and governance. The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from the service.

The RI is supported by an experienced and committed management team who are dedicated to ensuring the smooth running of the service. We saw that the management team complete monthly audits and address any actions raised promptly. Staff files seen demonstrate robust recruitment and background checks are in place. Disclosure and Barring (DBS) checks are in place and renewed within the correct timeframes. We saw that staff are registered with Social Care Wales or working towards this. We saw a staff training matrix which has ongoing training and development plans. Staff spoken with demonstrated good understanding and knowledge of their roles and responsibilities.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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