



Glynderwen House



Aston Care Ltd, Glynderwen House, 13 St. Johns Road, Swansea, SA6 5EY



01792842711

Date(s) of inspection visit(s): The inspection visits for this service took place between 28/08/2025 and 02/09/2025

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 learning disability, Provision for mental health
Registered places:	12
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Glynderwen House is located in the village of Clydach in Swansea and provides a residential service for vulnerable adults.

People are supported by a team of established and newly appointed staff. Staffing levels are adequate and the team provide a good level of care and support. Effective oversight and quality assurance processes ensure people live in a well maintained and improving environment with good leadership and management in place. The drive to ensure people live their lives to the fullest, achieving optimum health and well-being in somewhere they can truly call 'home', means people experience excellent well-being. This is also reflected in feedback from family and people's representatives.

Findings:



Well-being

Excellent

People live healthy and fulfilled lives and do what is important to them. They are supported to make choices and understand the implications of their decisions. Coffee mornings are held where people discuss holidays, social events, activities, menus and reflect on how they feel in their home. People told us how happy they are and shared feedback about things they do, that are important to them. This included holidays they have enjoyed and social events they attend. One staff member told us *“People have choices to do what they want when they want”*. We saw meaningful interactions with staff engaging positively with people, making interactions fun. People’s voices are heard and they are supported to contribute to what is important to them.

People are empowered to thrive with numerous opportunities to develop and explore their interests and skills. Staff told us about consistency with care and support. This is sustained with good communication, handovers, the keyworker system and people participating in activities that are important to them. Staff have a very positive relaxed manner with people – encouraging their decision making and supporting them. This can include decisions about social events, employment opportunities and day to day activities. People get involved with their community. They have working/volunteering opportunities to promote their independence and gain experience in areas they wish to further develop. These connections with the community give people a sense of purpose and belonging and this is more than evident when they talk about this with a sense of pride and achievement. One professional told us *“My client X is always happy and confident to show me around their home and room and is often too busy with activities to spend any longer with me than is necessary”*.

One family member told us *“If all homes were like Glynderwen House the world would be a better place”*.

Care workers and the team enable people to live in an environment that supports their independence. Changes are made to enable people to live happily and to achieve their optimum health and wellbeing. The team work hard to ensure the environment suits individuals and, where possible, ensure compatibility with other people living in the home. People are empowered and supported to understand who visitors to their home are and the purpose of their visits. Glynderwen House is very homely and people welcome visitors to their home.

Family told us: *“I can knock the door and feel at home- it’s like home from home”* and *“I think they are amazing– they go above and beyond.”*



Care & Support

Good

People receive good quality care and support. Staffing levels are in line with the service's Statement of Purpose and people's required level of support. Staff told us they have the time to spend with people. We saw detailed weekly planners in a visible area. We discussed an alternative area to protect personal information. The manager told us these have been relocated to a 'staff only' area since the inspection.

Personal plans are outcome focused with good detail around support required, how it is provided and what people's outcomes are. Risk assessments are detailed and relevant. Referrals are made to other professionals such as Speech and Language Therapists and district nurses. Quarterly reviews are held and people and their representatives are involved and have a voice. Professionals and family confirmed the communication from the manager, deputy and staff at Glynderwen House is very good. Family told us they can call or visit any time and they feel completely informed and involved with their relative's care. One professional told us *"Communication from the management team is always appropriate and timely."*

Medication is stored as required. People have medication as prescribed with weekly audits completed by the manager and deputy manager. Daily recording of medication balances were not accurate for one person we checked. The manager addressed this during the inspection visit and identified it was a recording issue. A full audit was completed and no other inaccuracies were identified. The manager was very proactive in implementing measures to ensure the error was addressed. We saw staff diligently and gently encourage people to take their medication as prescribed and revisited people if the time was not appropriate or the person declined their medication. We did note there were additional medication administration records that were not always numbered. The manager agreed to number these in future to ensure staff know how many records there are.

People are safe and protected by staff. Open discussions are held with people and staff to ensure people feel safe in their home and they are encouraged and empowered to have a voice. Information is available to people should they wish to contact outside agencies or advocates. Safeguarding referrals are made when required and measures are in place to safeguard those living and working at Glynderwen House. Detailed discussions are recorded in staff team meetings and in individual supervision records around safeguarding processes and how staff provide support to people as and when required.



Environment

Good

People live in an environment with well-maintained facilities and areas to enable them to achieve their outcomes. Maintenance checks are completed for services such as electricity and gas. A fire risk assessment review was completed earlier this year. Records have been completed to show regular alarm tests, emergency lighting and fire extinguisher checks. People have personal emergency evacuation plans (PEEPs) and fire evacuation practices are completed as required. A legionella risk assessment has been completed since the last inspection. Since then nominated individuals have been allocated legionella responsibility and have received required training. Records were seen regarding water temperature checks and shower head cleaning and descaling. We requested an updated legionella risk assessment to follow on from their previous risk assessment recommended actions and the RI advised this has been requested.

People enjoy mealtimes in a communal dining area or individual areas of their choice. People contribute ideas for what they would enjoy as part of a seasonal menu. We saw one person assist with kitchen duties as part of their daily activities. The service has a food hygiene rating of 5 meaning very good standards. We saw staff and people enjoying their mealtime together.

All areas in the home including bathrooms, people's own bedrooms and communal lounges were clean and clutter free. All areas within the home also appeared homely and represented what is important to people with individual living areas being personalised to them.

Areas such as the laundry, COSHH (Control of Substances Hazardous to Health) storage area and the medication room were locked and accessible by staff only. We saw staff have access to personal protective equipment (PPE) and use this as required.

People can safely access outdoor areas where there is a garden with a trampoline and Summer House. One professional told us *"Glynderwen is a home with a positive and energetic atmosphere"*.



Leadership & Management

Good

There are effective quality monitoring processes and oversight in place to ensure people's outcomes are achieved. The Responsible Individual (RI), manager and deputy manager are accessible and available. An open-door policy is more than apparent within the home for staff, people living in the home and visitors. Information is available to people including an updated Statement of Purpose. Improvements have been made to the Complaints policy with suggestions to ensure other policies read more bespoke to the service, current regulations and relevant regulator. The manager assured us these would be reviewed. The RI completes regular visits and has a good quality assurance report in place which evidences consultation with people and staff. Staff told us they feel supported by the RI, manager and deputy manager.

Care and support is provided by staff who are suitably vetted and have the correct training available to them. Recruitment checks are robust. We saw reference and DBS (Disclosure and Barring Service) checks. The manager evidenced gaps in employment are explored ahead of appointing staff. Evidence of identification and 'right to work' checks are completed as required and staff are supported and prompted to register with Social Care Wales. Staff are provided with on-line and face to face training depending on the subject. We saw face to face positive behaviour support training being held in the home. Staff receive individual supervision and we saw good quality recordings of these meetings, which are two way and provide an opportunity for positive feedback and development. We did note however these are not consistently provided three monthly. The manager is aware and has a plan moving forward to implement three monthly supervisions as required. Regular team meetings take place where open communication is encouraged and a positive team culture is evident. Staff provided face to face feedback to us and completed online feedback forms. Staff told us they feel very positive about working together as a team and would recommend working and living at Glynderwen House. Feedback includes *"They have a really good quality of life here"* and *"Handover is really good everyone knows who they are working with"*. Staff spoke very positively about an 'open door policy' and a really good work life balance with the manager being understanding of other commitments and providing flexibility with these.

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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