



Ocean Living Residential Care Home



Ocean Living, 734 Mumbles Road Mumbles, Swansea, SA3 4EL



01792367766

The inspection visit took place on 08/01/2026

Service Information:

Operated by:	Hawthorn Court Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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

Good



Care & Support

Good



Environment

Requires Improvement



Leadership & Management

Good

Summary:

Ocean Living Residential Care Home is a warm and welcoming home located in Mumbles, Swansea. People living at the service experience kind, respectful care from staff who know them well. Care workers support people to make choices, stay involved in daily life, and maintain positive relationships. People told us they are happy living at the home and value their interactions with staff.

The environment offers some warm and homely spaces, and recent improvements have been made. However, parts of the home require further attention to ensure the setting consistently promotes people's health, safety, and well-being. Issues include poor food hygiene standards, areas requiring repair, and examples of unsafe medication and cleaning product storage. The provider must strengthen systems for monitoring and maintaining the environment.

Leadership and management are strong. Staff receive good-quality training and understand safeguarding responsibilities. The Responsible Individual (RI) provides clear oversight and uses feedback to drive improvement. The service operates in line with its Statement of Purpose and

maintains a positive culture.

Findings:



Well-being

Good

People living at the service receive kind and compassionate care from members of staff. We saw staff spending time socialising with people and supporting them to meet their needs. People can choose from a range of activities and have opportunities to achieve their personal outcomes. Planned activities and spontaneous interactions with staff help people maintain a positive sense of well-being.

People are protected from harm and neglect. Care workers receive training in safeguarding adults and follow clear policies and procedures. They understand their responsibilities and know how to report any concerns about the people they support. Personal plans are up to date and reviewed regularly. Care workers help people make day-to-day decisions in line with their personal plans. They understand people's preferences and what is important to them. Staff feedback stated, *"Ocean Living is one of the best care homes I've worked in; the residents are always happy, very cared for and loved"*.

People are supported to express their views. The service holds regular resident meetings where people can discuss upcoming activities, menu changes and any issues they want to raise. Resident meeting notes evidence that requests and issues are listened to and resolved.

The service is working towards providing the Welsh language active offer. Bilingual signage is in place throughout the home and staff record each person's preferred language during assessment.

Staff treat people with dignity and respect. They help people identify their well-being outcomes and encourage them to build on their strengths. The manager talks to residents about what they would like to achieve, and these wishes are recorded. Staff work together to help people achieve them. For example, when one person wished to attend a football match, staff arranged for them to visit the Liberty Stadium. Staff member feedback stated, *"I enjoy working here and we get lots of time with people because I am able to sit with them and get to know them"*.



Care & Support

Good

People receive good-quality care and support that helps them achieve their personal outcomes. Care workers know people well and respond to their needs in a kind and attentive way. Staff told us *“The residents are at the centre of everything the manager does; making sure everything is person centred for them”*.

We observed many meaningful interactions, with staff showing genuine interest in people’s well-being. People told us they are content with the support they receive, and we saw care being delivered in a dignified and respectful manner. One person told us, *“This is my home now; I love it here”*.

People are involved in planning and reviewing their care as far as they are able. Those with capacity sign their personal plans to show their agreement. When people lack capacity, representatives are usually invited to take part in reviews. However, this did not always happen for some individuals whose care we tracked. Managers are aware of this and intend to ensure that people and their representatives or advocates are consistently involved in care planning and reviews. Relatives told us, *“I am overwhelmed by the care and kindness shown to *** and the other residents; the respect and support shown to us as a family has been excellent”*.

Personal plans are up to date and reflect people’s current needs. They are supported by appropriate risk assessments, and records show staff follow these plans in their day-to-day practice. Daily monitoring notes and care recordings are clear and demonstrate staff support people consistently and in line with what matters to them. Care workers make prompt referrals to medical and specialist services when they notice changes in people’s health. They also keep clear records of people’s contact with health professionals and follow the advice given.

People enjoy a range of positive experiences. Staff ensure there are enough workers on shift to support planned outings, and people spoke about enjoying time with family and staff in the community. Mealtime experiences are sociable, unhurried, and promote people’s independence and choice.

People receive their medication from staff who are trained to administer it safely. Audits are completed to help maintain good standards. However, during the inspection, we observed the medication trolley left unattended with the keys inside. This presents a risk because medicines could be accessed by others. The provider must ensure safe storage procedures are always followed, and that suitable storage arrangements are available when the usual system cannot be used. We expect the provider to take action, and we will follow this up at the next inspection.



Environment

Requires Improvement

Regular servicing, maintenance and prompt repairs help to keep people safe. Recent improvements include new flooring installed downstairs, with plans to continue this throughout the building. Repairs in the laundry room have been completed following issues raised at the previous inspection. People benefit from a homely environment; their bedrooms are personalised, spacious and comfortably furnished. Communal areas are attractively decorated and offer welcoming spaces for people to relax and socialise. These strengths show the provider's efforts to maintain a pleasant home for people.

Some areas of the environment limit people's positive experiences. A recent Food Hygiene rating of 1* indicates practice that is unsuitable and requires strengthening. Although improvements were made during the inspection and the manager intends to request re-inspection, the rating highlights the need for more robust systems to ensure ongoing compliance with hygiene standards.

Health and safety risks are not always well managed. We observed unsafe items, including a bottle of bleach left unattended in communal toilets and a bin without a lid. These avoidable risks demonstrate inconsistent oversight of the environment. The manager told us these issues have now been addressed.

The pantry required repair due to damaged paintwork, an issue also identified at the previous inspection. Management has since installed wipeable plastic panelling. More significantly, the medication cupboard is no longer in use due to water damage, leaving the room damp with visible deterioration and needing a replacement door. This limits appropriate storage arrangements and shows the need for more robust monitoring of the physical environment.

Overall, while some parts of the home are comfortable and welcoming, the quality and safety of the environment are inconsistent. Outcomes for people require improvement and we expect the provider to make improvements.



Leadership & Management

Good

The service has effective leadership and management arrangements which support good quality care. Staff told us, *"We get great support from the manager, and care staff work well together"*.

Staff complete a good range of training that gives them the skills and knowledge they need to support people safely. The training programme covers key areas such as first aid, infection control, dementia awareness and safeguarding adults at risk. Staff know how to access the provider's policies and procedures and understand how to report concerns about people's welfare.

Training records show all required training is up to date. To strengthen practice further, refresher training in person centred care, equality, diversity and inclusion (EDI), and general data protection regulation (GDPR) would be beneficial.

There is strong oversight from the Responsible Individual. Robust RI reports show clear monitoring of what needs improving and include feedback from staff and people living at the service. During formal visits, the RI reviews systems and procedures, gathers feedback from those living and working at the home, and sets actions to drive improvement. The RI speaks Welsh and can communicate with people in their preferred language.

Staff receive monthly supervision sessions. Although supervision takes place regularly, some records lacked sufficient detail. Guidance recommends supervision every three months, and the provider should ensure sessions are more substantial and reflective to support staff development. Management have been informed of this recommendation. Staff informed us that *"I feel listened to, valued and appreciated in my role by the manager; *** encourages me and this then shows in our residents"*.

Safe recruitment practices are in place. The service completes all necessary pre-employment checks to ensure staff are suitable for their roles. General staff meetings take place regularly, and records show they are used to discuss people's experiences and planned changes to the service.

The service is being delivered in line with its Statement of Purpose, which outlines its aims, objectives, and how these will be achieved. Leaders demonstrate a clear understanding of the service's vision and ensure the day to day running of the home supports positive outcomes for people.

Overall, the service benefits from good leadership and management. Strengthening the quality of supervision records will enhance staff support and further improve service delivery.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Suitable arrangements are not in place to keep the premises clean and properly maintained.	08/01/26
Medicines are not being stored securely which is putting people's health and well-being at risk.	08/01/26

CIW has not issued any Priority action notices following this inspection.

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