



Castle Graig Nursing Home



Castle Graig Nursing Home, 93 Salem Road Morrison, Swansea, SA6 8NN



01792790009



www.castlegrraig.com

The inspection visit took place on 24/10/2025

Service Information:

Operated by:	Navagrace Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	37
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Castle Graig is a small, welcoming nursing home service located in an elevated and peaceful part of the city. Spread across three floors, it offers scenic views of the surrounding area. People experience excellent well-being in the service. People are given choice and control over how they spend their time, supported by activity leaders who offer a varied programme of group and individual activities. The whole staff team often involve families of people, their own families and the wider community at events such as the Summer Fayre.

Care and support is good. People receive high-quality care and support from a skilled and dedicated team of care staff who know them well. Personal plans are tailored to support the achievement of personal outcomes, with many living with complex health needs. Medication is managed safely.

The environment is good, there is an ongoing plan of refurbishment in the service and positive investment by the provider to enhance the environment for people.

Leadership and management is good. The visible and professional management team maintains strong relationships with visiting health and social care professionals. The Responsible Individual (RI) is actively involved, visiting regularly and maintaining a strong working relationship with the team, ensuring effective oversight of the service.

Findings:



Well-being

Excellent

People live healthily and safely with control over their lives, supported by positive risk management. Staff at Castle Graig support individuals in making day-to-day decisions with sensitivity and respect, using each person's preferred methods of communication. This approach ensures people feel heard, understood, and actively involved. We observed staff effectively support individuals who use different communication methods demonstrating an excellent understanding of each person's needs, enabling meaningful interaction and promoting emotional well-being. People's individual diets are catered for, and special events are celebrated. We saw photographs and videos of birthday celebrations. Despite individuals having complex health needs, staff demonstrate a strong commitment to promoting wellbeing and inclusion. People can maintain spiritual and community connections in line with their personal preferences, we saw people attend services at the local church, with transport arranged for them. Arrangements are made for local faith leaders to visit those unable to access transport.

People are supported and encouraged to cultivate safe and healthy relationships. Various activities take place including one to one and group-based sessions. Daily activities are supplemented by movement-based sessions. Relatives told us "*Activities are varied and help residents stay engaged and social*". Activities are generally themed around seasonal events and calendar holidays. We saw people working with staff on a Jigsaw and groups of people enjoying a quiz in the communal area. Multiple videos and photos were also shared with us to show the wealth of activities that take place routinely. A few people are supported to enjoy days out with their families. However, due to the complexity of some people's needs, this is not always possible. In recognition of the diverse and complex needs of people living at the service, staff facilitate opportunities for external engagement by bringing external entertainers and pop-up shops into the home.

People are safeguarded from abuse and neglect with risk assessments in place that provide clear, consistent guidance to staff. These are tailored to individual needs and support safe, person-centred care by ensuring staff have access to relevant information to make informed decisions. Multiple policies and procedures are in place for the safe running of the service, including up to date safeguarding measures. Staff are recruited safely and trained to carry out their roles efficiently. The service is secure and well maintained to ensure it remains safe for people.

People live in accommodation that is appropriate to their needs and promotes comfort and dignity. People have access to multiple indoor and outdoor spaces. Some areas are currently undergoing a programme of refurbishment and upgrading to enhance the living environment. We saw a newly refurbished bathroom with bed bath completed to a very high standard. Maintenance staff carry out regular and thorough safety checks, contributing to a safe and well-maintained home.



Care & Support

Good

People receive good care and support in Castle Graig which enables them to achieve their personal outcomes. Support is given by knowledgeable, highly skilled staff who have a good understanding of people's individual needs and preferences. We saw a positive, happy staff team engaging with people. Care staff said, *"It is very person centred, residents are the main focus"* and *"The care plan is like a compass, it guides you and helps you to know how to support them"* and *"At Castle Graig, residents are not just treated as people, but as family, with dignity and love"*. Personal plans clearly outline people's care needs and any associated risks as well as their likes and dislikes. Corresponding risk assessments are in place to minimise identified risks. Regular reviews of these documents take place.

Medication is safely managed in the service and people receive appropriate support with their health needs. Effective systems were seen for the safe storage, ordering, administration, and disposal of medication. The service uses a digital medication 'e-mar' system which is extremely effective. The system is user-friendly and includes photographs of the person, which supports staff in accurately identifying people and reduces the risk of medication errors. Daily temperatures are recorded ensuring medication is stored effectively and robust audits are in place to ensure any medication errors are minimised. There is good communication with external health and social care professionals and families. Relatives told us: *"I'm kept informed about my relative's wellbeing and any changes in their care."* And *"The care my dad receives has been consistently kind, professional, and person-centred. The staff take time to get to know each resident and treat them with real compassion and respect."*

People are protected from harm and abuse. Care staff are trained in safeguarding procedures and understand their roles and responsibilities and their duty to report any concerns they have. People who lack capacity to make decisions about their health care and accommodation have appropriate deprivation of liberty safeguards in place (DoLS) which are renewed as and when needed. People have good access to relevant health and social care professionals, with referrals for specialist advice made promptly to ensure their needs are met. The kitchen team demonstrates responsiveness to individuals' preferences and nutritional needs. Menus are planned, ensuring food choices remain person-centred and promote enjoyment and wellbeing. Resident meetings noted *"a particular liking for the daily soups"* and one person said, *"the kitchen staff are very accommodating when requesting alternatives"*. There is a good emphasis on the importance of hydration and effective monitoring is in place to ensure daily liquid intake is monitored by staff.



Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes. The RI has invested in the service with an ongoing programme of refurbishment. We saw multiple projects have been completed since the last inspection including re-decorating of bedrooms and the renovation of a bath/ shower room. Some works was taking place during the inspection in the stairwells which were closed for safety. External improvements have been made to store waste more effectively. There are communal spaces on each floor with plenty of seating. People were seen spending time in the communal areas and in their bedrooms through the course of the visit. Bedrooms are personalised and reflect the interests, preferences, and identities of the individuals living in the service. Beds are made up with good-quality clean linen by staff. Bedroom doors display discreet indicators relating to individuals' care preferences, which staff confirmed were part of the home's approach to respecting end-of-life decisions. All areas are maintained to a good standard by a dedicated maintenance team. There is a well-equipped kitchen in the service which has a Food Standards Agency rating of 5, which means hygiene standards are "Very Good".

The service provider identifies and mitigates risks to health and safety. We saw comprehensive risk management plans in place around the individual needs of people. This ensures risks to both people and staff are minimised. Regular health and safety audits take place in the service including fire safety, infection control and a range of environment checks take place routinely. These are being completed by senior staff and forms part of the three and six-monthly quality assurance reports completed by the Responsible Individual. We saw service certificates in place for all utilities such as gas, water and electricity. The provider continues to invest in the service and has access to a maintenance team who regularly maintain the service. The domestic team in the service keep the environment clean and fresh. The service benefits from a well organised laundry room, with well-maintained washers and dryers. Manual handling equipment and wheelchairs are appropriately stored and locked in designated rooms, ensuring corridors remain clear and free from obstruction. Both corridors and rooms appear clean, well-maintained, and conducive to a safe and orderly environment. Staff have easy access to hygiene stations stocked with ample Personal Protective Equipment (PPE) to support effective infection control.

People living at the service have Personal Emergency Evacuation Plans (PEEPs) in place, tailored to their individual needs. A recent fire safety inspection provided recommendations, and the service has developed action plans to address these, demonstrating a proactive approach to environmental safety and continuous improvement.



Leadership & Management

Good

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. The RI and management team at Castle Graig maintain a strong oversight through regular audits, service visits, and feedback from people, staff, and professionals. Detailed action and service improvement plans focus on maintaining compliance and a consistently good standard of care and living conditions. This includes an extensive level of maintenance and refurbishment in the home. Policies and procedures are in place and align with regulatory requirements and the needs of people using the service. Staff follow policies that are proportionate to the needs of people using the service. These are well understood and applied in practice. There is clear recording of complaints and an appropriate complaints policy and process in place. Accidents and incidents are recorded in detail with any remedial actions. A reviewed Statement of Purpose was submitted to CIW and continues to reflect the service well.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Personnel files viewed contained all the required documentation to evidence safe recruitment, including up to date Disclosure and Barring checks, (DBS) Identification checks and previous employment checks. Staff's continuous learning is encouraged, with staff expressing a strong interest in gaining further qualifications during the inspection. Staff say *"We are improving on ourselves every day"*. Staff participate in regular supervision and annual appraisals. Staff have 'Bite sized' training and refreshers during the working day as well as participating in a continuous training and development programme tailored to the needs of the individuals they support. The manager is visible and actively engaged in daily operations, supporting staff to uphold the service's values. Care staff told us *"We have an open-door policy"*. With the support of managers, staff respond flexibly to feedback and adapt practices to meet the changing needs of people using the service. Staff say *"The work environment is healthy. Teamwork, respect, integrity and courage are among the strong pillars holding the dynamic culture at Castle Graig"*. The manager said, *"The home also offers good training and opportunities for professional development, helping staff build confidence and grow in their roles."* Leaders are accountable for staff conduct and performance, supported by clear guidance by the RI and management team.

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.

Welsh Government © Crown copyright 2025.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*