Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bonymaen House

City & County Of Swansea, 62 Cardigan Crescent, Winch Wen, Swansea, SA1 7DY

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swansea.gov.uk

The inspection visit took place on 08/10/2026

Service Information:

Operated by:	City and County of Swansea Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	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	Good
Leadership & Management	Excellent

Summary:

Bonymaen House is located in the Swansea area close to community facilities including a retail park, cafes and restaurants. The service provides personal care and support to people who need a period of assessment and reablement.

People experience excellent well-being outcomes as a strong reablement ethos enables people to regain skills, confidence and control over their lives. People are involved in detailed outcome-focused care planning and identifying personal goals.

Care and support at the service is excellent and people consistently receive compassionate, dignified and responsive care from staff who understand their needs and aspirations. Effective multidisciplinary working ensures timely access to healthcare services and coordinated support.

The environment is welcoming and accessible. Facilities are well maintained, and the service is clean and homely. People can access communal spaces and outdoor areas as they please.

Leadership and management at the service is excellent. Managers are visible and supportive, and staff receive good training and feel valued. Comprehensive quality assurance systems help ensure consistently high standards of care and positive outcomes for people.

Findings:

Well-being — Excellent

People experience exceptionally positive well-being outcomes because support is highly personalised, strengths-based and focused on maximising independence. Bonymaen House has a strong reablement ethos embedded that consistently enables people to regain skills, confidence and control over their lives. Records show outcome-focused planning with active involvement from people in setting and achieving personal goals. People benefit from coordinated support from a skilled multidisciplinary team, enabling timely access to healthcare and rehabilitation services. Innovative practice further enhances outcomes, including the development of a digital hub, assistive technology trials and virtual reality equipment to promote mobility and engagement. Feedback from people is overwhelmingly positive, with one person stating, *"staff can't do enough for me"* while another told us, *"if you call for staff they come really quickly, can't fault them."* Relatives told us, *"Staff are very friendly and attentive"* and *"staff are lovely, they look after people well and we can talk to them at any time".*

People are safe and protected from abuse and neglect. There is a strong culture of safety throughout the service, where people's rights and well-being are actively promoted. Safeguarding concerns are recognised, reported and managed appropriately, within a culture of reflective practice and effective partnership working with external agencies. Records show concerns and incidents are investigated promptly, and lessons are learned where necessary. People told us they feel safe living at the service and relatives expressed confidence in staff and management.

People are supported to cultivate safe and healthy relationships. People benefit from a vibrant, inclusive culture where meaningful relationships are actively encouraged and sustained. Staff interactions observed are warm, respectful and genuine, creating an atmosphere where people feel valued and connected. The service provides numerous opportunities for social engagement through various activities, cultural celebrations, resident meetings, community links, church services and recreational opportunities. Innovative initiatives such as virtual reality experiences and accessibility equipment further broaden opportunities for participation.

The service promotes the Welsh Language Active Offer, ensuring people have opportunities to use and engage with the Welsh language. This is supported through initiatives such as *Welsh Word of the Week*, which encourages people, visitors and staff to learn and use simple Welsh phrases. A dedicated Welsh corner is under development to provide access to Welsh-language resources.

People live in accommodation that supports their well-being outcomes. The environment promotes independence, comfort and rehabilitation. The service is well maintained with ongoing investment in decoration, technology and accessibility equipment. People can personalise their surroundings

and access communal and outdoor areas whenever they wish.

Care & Support — Excellent

Care and support at the service is excellent. People consistently receive highly responsive and person-centred care that is tailored to their individual strengths, preferences and aspirations. Personal plans are comprehensive, outcome-focused and regularly reviewed with meaningful involvement from people and those important to them. Staff have a detailed understanding of people's changing needs and deliver support with compassion, skill and consistency, enabling people to make progress towards outcomes that matter to them. People benefit from a coordinated approach involving a wider multi-disciplinary team, ensuring support is timely and effective. People told us they are treated with dignity and respect and feel listened to, with one person commenting, *"I have no complaints, I have excellent care here, the food is lovely, staff cant do enough for me, I'm never worried to ask for anything as they're more than happy to help."* Daily care documentation seen is very thorough and informative and people are encouraged to write their own care notes.

People are protected from harm and abuse. There is a strong and embedded safeguarding culture where people's safety, rights and well-being are prioritised. Staff receive safeguarding training and those spoken with have excellent knowledge of their responsibilities and how to report any concerns they may have about people they support. Risk assessments are thorough, proportionate and regularly reviewed, enabling positive risk-taking where appropriate. Systems for monitoring incidents, accidents and concerns support continuous learning and improvement. Records seen show prompt reporting, effective partnership working and clear oversight by managers. Family ties are maintained, and people are strongly supported and encouraged to connect with family and friends as they wish, and to access the local community.

Medication is managed safely within the service. Comprehensive systems support the safe ordering, storage, administration and auditing of medicines. Staff responsible for medication management receive appropriate training and competency assessments, and records seen show medicines are administered accurately and reviewed regularly. The service works closely alongside healthcare professionals to ensure people's medication is kept under review and remains appropriate and effective.

Effective infection prevention and control measures are embedded throughout the service and consistently implemented by staff. Policies, procedures and training support a clear understanding of infection control responsibilities. The service was seen to be clean throughout, creating a safe and comfortable environment for people. Monitoring and auditing processes provide assurance that standards are sustained, and any identified issues are addressed promptly.

Environment

Good

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes. The service provides a welcoming, comfortable and purpose-designed environment that promotes people's independence and dignity. People have access to a range of communal areas, including comfortable lounges, dining facilities and accessible outdoor spaces, enabling them to choose how and where they spend their time. The service has also invested in facilities that support rehabilitation and recovery, including a training kitchen and breakfast stations where people can make their own breakfast. The environment also has equipment and technology in place to maximise people's independence and enhance their daily experiences. There is a hairdressing salon at the service which we saw people making good use of. We were told bedrooms can be personalised with personal belongings. We saw a number of bedrooms which had been personalised, helping people maintain a sense of identity and familiarity. We found the environment to be clean and clutter-free, providing a pleasant space for people to live in.

People live in an environment where health and safety risks are identified, assessed and managed through effective maintenance and monitoring arrangements. The provider has established robust systems to ensure the premises, facilities and equipment remain safe and fit for purpose. Records show routine environmental checks are completed consistently and supported by a comprehensive programme of planned preventative maintenance. Essential servicing and testing are up to date, and regular health and safety audits provide management oversight and help identify any issues requiring attention, with prompt action taken where improvements are needed.

Equipment used by people and staff is subject to routine inspection and servicing to ensure it remains safe, effective and reliable. The service also maintains arrangements for reporting and responding to maintenance issues, helping to minimise disruption and ensuring any identified concerns are addressed in a timely manner. Risk assessments relating to the environment are reviewed regularly and adapted where necessary. People have personal emergency evacuation plans (PEEPs) in place to guide staff on how to support them to leave the building safely in an emergency. Laundry facilities are kept in a separate locked room and away from food preparation areas. The home has a current food hygiene rating of 5 (very good). We saw appropriate storage and control of substances hazardous to health (COSHH). These are kept in a designated locked area and risk assessed.

Leadership & Management — Excellent

Leadership and management at the service is excellent. The service is exceptionally well-led, with a clear vision, strong values and a culture that places people at the heart of decision-making. There are effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. These are regularly reviewed to ensure standards remain high and people receive safe, effective and responsive care. The Responsible Individual (RI) and manager are both approachable and visible in the service. The management team complete regular audits and improvements identified from these are actioned swiftly. The RI visits weekly and staff are able to meet with them in confidence and talk to them about the service. The RI and management team actively seek the views of people, relatives and staff and this information is used to inform regulatory reports and drive service improvements.

The Statement of Purpose (SoP) is comprehensive and clearly states what people can expect from the service. There is also a written guide which provides people, their relatives and professionals with detailed information to enable them to make an informed choice about whether the service is suitable for them. Throughout the inspection it was clear the SoP and written guide are fully reflective of the service provided.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. The service has effective recruitment, induction and workforce development arrangements to ensure people receive support from competent and knowledgeable staff. Staffing levels are sufficient to meet people's needs and staff spoken with told us they never feel rushed and have enough time to spend with people. Staff receive a comprehensive induction and have access to a wide range of mandatory and specialist training, enabling them to deliver high-quality care with confidence. Regular and meaningful supervision and professional development opportunities support staff to continually enhance their skills and knowledge. We saw staff are encouraged and supported to develop professionally and their acheivements are celebrated. Many of the staff team have worked at the service for a long period of time, which supports continuity of care.

There is a positive and inclusive culture within the service, where staff feel valued, supported and empowered to contribute to service improvement. Staff told us there is an open-door policy within the service and described managers as visible, approachable and highly supportive, creating an environment where reflective practice and continuous learning are encouraged. One member of staff told us, *"We are listened to, and the managers genuinely care about both staff and the people we support."*

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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