

## Rose Cross



Rose Cross Residential Home, Brenig Road Penlan, Swansea, SA5 7BE



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The inspection visit took place on 15/04/2026

## 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:	25
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

**Good**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

People's wellbeing is excellent at the service because individual choice and independence are actively promoted, safety and dignity are embedded, and people are supported to stay connected. Innovative technology, personalised activities, strong safeguarding, and inclusive practice together have a consistently positive impact on people's daily lives and wellbeing.

Care and support is good at the service because people receive safe, person-centred care, focused on achieving individual outcomes. Robust planning, monitoring and safeguarding systems, effective partnership working, positive feedback, and a strong emphasis on safety and infection control ensure people feel supported, protected and well cared for.

The environment is excellent because people live in a safe, welcoming, and well-maintained setting that promotes dignity and wellbeing. Thoughtfully designed communal and private spaces, personalised bedrooms, strong safety systems, high cleanliness standards, and access to nature all support positive experiences and meaningful daily living.

Leadership and management at the service is excellent because strong, stable, and inclusive leadership provides clear oversight, supports staff wellbeing and development, and drives continuous improvement. Robust governance, high staffing levels, excellent training, and a positive culture ensure consistently high-quality, safe and person-centred care.



## Findings:



### Well-being

Excellent

People's individuality and preferences are fully supported at the service, with meaningful choice embedded in daily life. People get up when they want, have choice around meals, and cultural needs are respected. Staff told us, "*Lots of choice here, active support provided here, food choices and enabling people to feel engaged in their own lives.*" The service places a consistent emphasis on outcomes, working alongside people to understand their lived experiences and wishes, and using this understanding to develop meaningful, personalised activities. The use of technology to enhance people's lives is exceptional. People are supported to feel confident using equipment to stay in touch with family and friends, and we saw people independently using Alexa devices to listen to music that was comforting to them. The service has made innovative use of immersive virtual reality experiences, enabling people to revisit places and undertake activities that are special to them. In addition, the service provides community-focused activities such as visits from the local church, concerts, and an in-house nail bar and hairdresser. These approaches are valued by people and, through effective recording and review, are shown to have a positive impact on their day-to-day wellbeing.

People are safe and protected from abuse and neglect. Appropriate arrangements are in place, including risk assessments and clear whistleblowing and safeguarding policies, which staff understand and follow. Professionals we spoke with were confident in the service, telling us that "*people are safe.*" People are supported to understand their rights, and information about how to raise a concern or complaint is easily accessible. Concerns and complaints are responded to fairly, effectively and within appropriate timescales. Feedback from professionals reinforced positive practice, with one telling us that "*residents here are treated with dignity and respect at all times.*"

The service clearly understands the importance of safe and healthy relationships to people's wellbeing. During our visit, we observed a steady flow of visitors coming and going, reflecting an open and welcoming environment. A person told us, "*My family visit me regularly and there are no visiting hours – they can come when they wish.*" Communication needs are assessed, and staff adapt their communication styles to support people to form and sustain meaningful relationships. People's views are valued, with staff listening to feedback and involving people and families in decisions to ensure inclusive and empowering support. A relative told us, "*They listen.*" Cultural identity and language needs are recognised, with Welsh language support promoted by designated Welsh Champions.



## Care & Support

Good

People receive the quality of care and support they need to achieve their outcomes, whether they are living at the service long-term or accessing respite or emergency care. We reviewed person-centred, strengths-based care and risk plans that are reviewed frequently and clearly focused on individual outcomes. The “*how best to support me*” sections demonstrate that staff know people well. Areas of concern are safely managed through robust monitoring systems, including fluid intake, dietary needs and weight management. One resident told us, ‘*They really ensure my diet is correct and healthy*’. There is good evidence of effective communication with external health professionals, supporting holistic and well-coordinated care, with appropriate follow-up of concerns. Some areas to strengthen were identified around risk assessment and documentation; the provider has responded promptly actioning these, with ongoing work to further evidence the involvement of individuals and/or their representatives in reviews. Feedback from people using the service was highly positive, including “*You won’t get better than this*” and “*I am really happy here.*”

People are protected from harm and abuse through robust safeguarding arrangements. Deprivation of Liberty Safeguards are managed safely and appropriately, with clear alignment between authorisations, care plans, and risk management plans, ensuring restrictions are proportionate and regularly reviewed. Staff demonstrate a strong understanding of safeguarding procedures, supported by regular training, clear policies, and effective multidisciplinary communication, which supports timely intervention and promotes a strong culture of safety and accountability.

Medication is managed safely for both permanent residents and people accessing respite care, with systems in place to support a wide range of needs. The service promotes independence by supporting people to self-manage medication where safe to do so, while maintaining appropriate oversight. Medication is stored securely, administration records are robust with no gaps identified, and audits support effective oversight. Staff work closely with health professionals to ensure prescriptions are reviewed regularly. Medication training for staff includes theoretical learning, competency assessments, and regular reassessments. Competency is clearly prioritised to ensure safe medication practice.

The risk of infection is minimised through effective infection prevention and control practices. Personal Protective Equipment is readily available and used appropriately, sufficient cleaning supplies are maintained, and routine audits demonstrate that infection control is embedded in daily practice. Staff receive relevant training, including infection control, food hygiene and health and safety.



## Environment

**Excellent**

People live in an environment with highly effective and well-maintained facilities and equipment to help them achieve their well-being outcomes whilst identifying, mitigating and reducing health and safety risks. There is a large welcoming foyer, decorated in line with the current season. A further large communal dining / lounge space provides opportunity for gatherings and social events. Within the home there are four separate units, each with a smaller communal kitchen and lounge area promoting a homely and inviting environment. All the bedrooms viewed were, without exception, clean and tastefully furnished, and with an en-suite toilet and sink. Bedrooms are personalised to varying degrees dependent upon whether people were there for respite or longer term. We saw some that were highly personalised with belongings that were clearly important to people. Communal bathrooms and toilets are adapted to promote privacy, safety and accessibility. People's dignity is prioritised in the thoughtfully designed layout of living spaces. A quiet room upstairs ensures space for privacy. A portion of the large communal front area has been adapted to provide a safe child-friendly environment, with colourful toys, books, and furniture. In addition, the sensory room demonstrates sensitivity and consideration for individuals and those important to them, offering a calm and comforting space where families can stay and remain close to their loved ones, particularly during end-of-life care. These provisions clearly demonstrate consideration of individual preferences, the importance of meaningful relationships and cultural needs. People have access to nature as the building is surrounded by attractive, well maintained external grounds with paths, shrubs, and trees, as well as a large accessible patio area with a pleasant view.

Without exception, people can be confident they are safe at the service. A secure door entry system and visitor logbook monitors movement in and out of the building. Routine maintenance checks are consistently conducted, and robust, effective systems are present to manage any repairs. Cyclical decoration and refurbishment are in place; we observed new fixtures being delivered and furniture in process of being assembled. We reviewed health, safety, and fire records, including evidence of regular equipment servicing, an up-to-date gas safety certificate and current five-year electrical certification. The home is spotlessly clean, with housekeeping staff visibly maintaining cleanliness throughout the premises. We observed safe and organised storage of cleaning products and appropriate management of waste materials. The kitchen holds a 5-rating from Environmental Health, which is the highest possible rating. Meal provision is well organised, with kitchen staff demonstrating knowledge of dietary needs and preferences and ensuring people are offered appropriate choice.



People are supported to achieve their outcomes through highly effective organisational arrangements, governance, and oversight, which ensure smooth operations and high-quality care. A strong and stable leadership team, with clearly defined roles, works collaboratively to provide consistent oversight, resulting in a well-organised and responsive service. A positive and inclusive culture is clearly embedded. Staff described the workplace as *“home from home,” “open and warm,”* and *“the best place I have ever worked.”* Managers are approachable and flexible, operating an open-door policy and maintaining thorough handovers that support effective communication and staff well-being. Staff told us they feel listened to and valued, with one commenting, *“Management check on our well-being – they’re really supportive.”* We noted high staff retention, with staff typically leaving only through retirement, alongside positive feedback from relatives about management accessibility and communication, further reflects the strength of leadership. Leaders promote a strong culture of equality and respect, evidenced through focused team meeting discussions on racism, barriers and wider equality, diversity, and inclusion issues. Staff confirmed these values are embedded in everyday practice. A robust cycle of audit and oversight provides excellent assurance of quality and safety and reflects governance arrangements that exceed requirements. Management audits of key areas, including infection control, the environment and medication management, are completed routinely, with six-monthly feedback questionnaires analysed to inform improvement. The Responsible Individual demonstrates active oversight through comprehensive, outcome-focused quarterly visits and quality of care review reports, evidencing meaningful engagement with people and stakeholders, and oversight that goes beyond reporting activity. Where gaps are identified, such as training compliance, leaders implemented effective solutions, including a learning corner and protected time, with support, for staff to complete their training.

People are supported by staff with the skills, expertise and qualifications required to achieve excellent outcomes. The provider demonstrates a strong commitment to maintaining high staffing levels, with appropriate skill mix and visible management presence. Staff consistently confirmed they have enough staff to meet people’s needs, and we observed high staffing levels. Robust recruitment and vetting processes ensure staff are safe and suitable, and care staff complete a high-quality induction, hold relevant qualifications, and are registered with Social Care Wales (the regulator for social care staff in Wales). Staff are well supported through continuous professional development, including regular, detailed supervision and annual appraisals. Core and specialist training compliance is high, and staff spoke very positively about *“excellent”* training, telling us they feel *“very well trained and supported.”* Conversations with staff evidenced strong knowledge and understanding of how training informs practice, enabling them to deliver safe and person-centred care.



## 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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