



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Hollies



The Hollies Day Centre, 34 Caecerrig Road Pontarddulais, Swansea, SA4 8PB



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swansea.gov.uk

Date(s) of inspection visit(s): The inspection visit took place on 20/08/2025

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:	22
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Good

Summary:

Hollies is a Residential Home situated in Pontardulais which provides personal care to people. The service sits in well maintained grounds in a quiet location close to community facilities.

People experience Excellent wellbeing outcomes as they lead happy fulfilling lives supported by knowledgeable and motivated staff who know them and communicate well. People are supported to live well, with opportunities to maintain, develop, and explore new interests and friendships.

Care and support is Excellent; care planning documentation is strength-based and outcome focussed placing people at the heart of the service. People, relatives and visiting professionals gave consistently good feedback of the care provided. The environment is Excellent and places emphasis on creating a dementia friendly space. People accessed the outside area as they wished, with support if needed.

The Leadership and management is Good as it is accessible, visible and fosters an inclusive culture. Governance and quality assurance arrangements are consistent and focus on service improvements. Staff feel supported and well equipped to fulfil their roles.

Findings:



Well-being

Excellent

People experience Excellent wellbeing outcomes as they live healthily and safely and are supported to achieve their personal aspirations. People are actively involved in decisions that affect them, and their voices are heard and respected. People told us they make decisions daily about how they wish to be supported and to achieve their wellbeing outcomes. We saw people involved in a variety of activities throughout the day that were meaningful to them. People told us how the service has supported them to achieve their goals and aspirations. This includes exploring new and current interests and providing opportunities to be involved in these. We saw pictures and records that support this. They show people have opportunities to achieve their goals and participate in activities that interest them. We saw staff consistently offering people choices throughout the day. People are actively encouraged and supported to take ownership of their home, and there is a very strong ethos throughout the service to reflect this.

Safe and healthy relationships are encouraged, and people are supported to engage meaningfully with their community. We saw people socialising with each other within the service having a Welsh themed coffee morning. They told us they really enjoyed the coffee mornings, which occur weekly, as they are a chance to chat and learn Welsh. People are regularly visited by local schoolchildren which they told us they really enjoy and promotes intergenerational relationships. The service promotes good relationships with family members and communication is very important. Families told us they can visit any time they wish and family ties are supported and encouraged. A family member told us *"I am extremely happy with the service, they go out of their way to make sure she is catered for and they also support me"*.

The provider ensures people are safe and protected from harm and abuse. People are provided with a secure and uplifting environment where they feel safe. There are effective mechanisms to ensure every voice is heard and respected. There are strong support systems to ensure any risks are promptly identified and addressed. Levels of staffing are appropriate to support people safely. The home is clean and well maintained throughout with effective health and safety checks being carried out. The provider continues to financially invest in the service and has plans to continue to improve the environment for the benefit of people.



Care & Support

Excellent

The provider delivers Excellent quality care and support to help people achieve their personal outcomes. A well written, comprehensive guide is available about the service which provides people, their relatives and other professionals detailed information. This enables them to make an informed choice about whether or not the service is suitable for them. The provider completes a thorough assessment with the person or their representatives before a service is offered. Information from these assessments is used to complete personal plans. These are strengths-based, contain information about people's needs and preferences and identify people's personal outcomes. They are reviewed routinely and consistently, with the person where possible. Risk assessments are in place, which are detailed and align with personal plans.

Staff are kind, compassionate and caring, and provide care and support in a way that promotes people's wellbeing in line with their needs and preferences. We saw support provided in a sensitive and respectful manner, and interactions between people and staff were warm and considerate. People using the service told us *"Staff are wonderful, they really can't do enough for us"* and *"I love it here, can't praise the staff enough"*. Staff retention is excellent, and many staff have worked at the service for a number of years, contributing to a high consistency of care.

There are systems in place to safeguard people using the service. People told us they feel safe at the service and are confident any concerns they may have will be dealt with appropriately. Staff are appropriately trained and skilled to support people to achieve their personal outcomes in the least restrictive way possible. Safeguarding training is provided to all staff, and a clear policy in place. There are strong and effective safeguarding arrangements in place, of which staff are familiar and demonstrated excellent knowledge.

Systems are in place to ensure the safe management of medication. There is a thorough and appropriate medication policy and procedures in place. Experienced, well-trained staff administer medication, monitored and assessed regularly by the manager. Medication storage is appropriate, safe and medication records accurate and closely monitored. We saw a good history of medication temperature checks completed, which are consistently within the appropriate range.

Good standards of hygiene practices are maintained through effective oversight from the provider. This minimises people's risk of infection. There is a comprehensive and thorough infection control policy in place which is reviewed annually. Staff receive training in infection control, and we saw the appropriate and pro-active use of personal protective equipment (PPE).

Overall, the service demonstrates Excellent care and support through its commitment to person-centred planning, respectful and skilled staff, and strong systems that promote safety, wellbeing, and dignity



Environment

Excellent

The environment is rated as Excellent because it consistently promotes safety, comfort, and well-being through thoughtful design, robust systems, and inclusive practices. The Hollies is a large, well-maintained building with a welcoming and homely feel. It has a number of communal spaces where people can choose to spend their time if they wish. We saw people making good use of these spaces relaxing, socialising or engaging in activities. Bedrooms are nicely decorated and individualised to people's preferences. Outdoor areas are spacious and well-maintained. People are able to access outdoor areas as they please and there are a number of spaces where they can spend time. There are plans in place to further develop this area and make best use of the space available. Safety systems are robust, with up-to-date checks and clear procedures in place. The environment is consistently clean, well-maintained, and thoughtfully presented in a way that promotes comfort, dignity, and a sense of homeliness.

Where required, relevant adaptations and equipment are available to meet people's needs. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems and moving/ handling equipment. We found bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. There is an emphasis on creating a dementia friendly environment. There are murals on the wall of the local areas which help to stimulate memories. There are bilingual English and Welsh signs throughout the service, promoting the Welsh active offer. The service is well-maintained and continued efforts are made to keep it in a good state of repair.

The service provider ensures risks to health and safety are identified, mitigated and reduced. The service has a secure entry system in place and a visitors' book. This is to ensure the safety of people is maintained and to comply with fire regulations. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Water temperature checks are completed routinely. An emergency evacuation plan is in place. Personal emergency evacuation plans (PEEP's) are also in place for people. Staff receive training in emergency evacuation procedures. 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 were kept in a designated locked area and risk assessed. We saw staff wearing appropriate personal protective equipment (PPE) and they told us there were sufficient supplies of these.



Leadership & Management

Good

Leadership and management is rated as Good because the service demonstrates strong governance, inclusive culture, and effective systems that support both staff and people using the service. There are good training and development opportunities for staff to access. The management team are exploring further training based on the needs of the people they support. We found an open-door policy by managers and there is open daily communication across the service. New staff are well supported by the service provider through effective induction.

There are effective quality assurance arrangements in place to ensure people receive a service tailored to them as individuals. The RI and manager are both approachable and visible in the service. The RI visits the services regularly and gathers feedback from people, their families and relatives. This feedback is used to make changes and improvements wherever necessary. Bi-annual quality of care reviews are completed as required by the regulations and these contain good detail about the service, its achievements and any improvements detected or planned. The manager and RI monitor service standards closely through exceptionally well organised systems of audit. Any actions raised from these audits are acted upon. Policies and procedures are in place and are reviewed regularly. Staff know how to access these and are familiar with them. The statement of purpose reflects the service well. The service user guide is thorough and informative, explaining what to expect from the support on offer.

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 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 their care and support needs. We sampled a number of staff files and saw robust recruitment and background checks in place. Disclosure and Barring (DBS) checks are completed and renewed when required. The service has a committed staff team who feel supported in their roles. There are systems in place to support staff within their roles. These include regular supervision, annual appraisals and regular team meetings. Staff referred positively to the management team and said, *“management are very supportive, they check in on me regularly”* and *“the manager is very supportive, there is an open door policy and if I need to see them I can”*.

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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