



## Inspection Report on

**Cwrt Enfys Care Home**

**Cwrt Enfys Care Home  
Gorof Road Lower Cwmtwrch  
Swansea  
SA9 1DU**

## **Date Inspection Completed**

25/02/2025

**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](mailto:psi@nationalarchives.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*

## About Cwrt Enfys Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Silvercrown Care Homes (Swansea) LTD
Registered places	99
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">21 March 2024</a>
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Cwrt Enfys provides good quality care and support. People are treated with dignity and respect and choose how they spend their time. People have positive relationships with the care workers who support them. People have person centred support plans which are made with them and their representatives. Personal plans are reviewed regularly and any changes to people's needs are recorded promptly. People are supported to maintain their well-being, physical and mental health.

Committed care workers are safely recruited, well trained and caring. Staff enjoy spending time with the people they support. The environment is clean, well maintained, safe and secure.

Good management arrangements and oversight of the service are in place. The service manager is accessible to people using and working at the service. The Responsible Individual (RI) visits regularly and consults with people using the service to make improvements.

## Well-being

People have some control over their day to day lives and make decisions and choices about their clothes, meals, activities and how they spend their day. People participate in the planning of their service and their voices are heard. Individuals are free to personalise their rooms with their furniture and personal possessions, creating a sense of belonging. People's food likes and dislikes are understood and there is a choice of menu. People are encouraged to participate in activities organised inside the home and have opportunities to go on trips out, doing the things that make them happy.

People's physical and mental health, and emotional wellbeing are well maintained. The care worker team have good relationships with people and understand their needs, helping them to feel valued. Care workers report they enjoy being able to spend time with people using the service. A relative of a resident told us about the care workers, "*They are so friendly and so caring. Nothing is too much trouble.*"

Relatives and people's representatives told us their loved ones are understood and known by care workers and are well cared for. People receive a good standard of care and support from care workers who have been safely recruited, inducted and receive ongoing training. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well.

People can maintain the relationships that are important to them, supporting their wellbeing. Flexible visiting arrangements ensure people can maintain contact with family and friends. Visitors are welcome and are encouraged to speak to the manager if they have any concerns.

People gave positive feedback about their experience of Cwrt Enfys. People in Cwrt Enfys are relaxed and comfortable in their home.

## Care and Support

People using Cwrt Enfys can be confident the service understands their needs and their personal outcomes. People are assessed by senior staff before receiving a service, taking into consideration information from the person, their representatives and others. The service provider considers these assessments and other available information to confirm they can meet a person's needs prior to moving into the service.

People can be confident their personal plans are accurate and up to date. Personal plans reflect people's care and support needs and detail their preferences, likes and dislikes. Personal plans contain information about people's life history, helping staff to know and understand them. The support needed to achieve personal outcomes, possible risks and strategies for keeping people safe are also recorded in individual plans. People and their representatives participate in planning their care and support.

People are positive about the standards of care and support they receive. People using the service are cared for by staff who know them well and understand their needs. We saw positive and warm interactions between people and care workers. A person using the service told us, "*We are always coming first.*"

People are supported to maintain their overall well-being by accessing health and social care professionals and their professional advice is reflected in plans. We saw informative monitoring records of people's appointments with healthcare and other services. Furthermore, people are kept safe by care workers who have undertaken safeguarding training and understand their responsibilities to report any concerns.

Activities workers are employed and they spend time with people either individually or in small groups. People can take part in a range of activities including a newspaper group and some armchair exercises. The activities workers are motivated and seek ways to improve the quality of care for people. Some relatives would like to see more input into the area of the service where people who are living with dementia. Care records do not always contain details about people's participation in activities and the outcomes of this participation.

Medication storage and administration arrangements are in line with national guidance. Medication records are mostly completed, storage arrangements are safe and the overall administration of medication is effective. However the reasons for people receiving as required, or PRN medication is not always recorded.

## Environment

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. Cwrt Enfys is a large service divided into three separate sections. Each section of the service has its own large lounge and separate dining area. The lounges are used as the main communal areas in the service and people use them to interact with each other, their visitors and care workers. There are grabrails throughout the service, supporting people to move around safely. Work is currently ongoing to improve the environment for people living with dementia.

People live in a comfortable environment which is clean and tidy. Robust systems are in place for the continuing maintenance and upkeep of the service. Accessible communal bathing facilities are clean and well maintained. Domestic staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

People are supported in a safe environment. The service provider ensures risks to people's health and safety are identified and mitigated. Personal Emergency Evacuation Plans (PEEP) are in place, describing how people will be evacuated in the event of an emergency or a fire.

All serviceable equipment has regular maintenance checks. Fire safety checks are undertaken in line with national guidance. We saw up to date safety certification is in place for utilities, equipment and fire safety.

## Leadership and Management

The RI has good governance arrangements to support the effective operation of the service. The RI visits monthly, meeting with people and the staff team. The RI regularly audits the service and feedback is given to the management team and staff. Areas for development or actions to be taken are identified and recorded. Individual's using the service and their representatives are consulted with and their feedback is used to improve the service.

The Statement of Purpose describes the service offered by Cwrt Enfys and explains how the service will be provided. The service is provided in accordance with the Statement of Purpose.

Care workers enjoy working at the service and reported they work well together. They said, *"We work well together. We lift each other."* The staff have confidence in the manager and told us, *"If I need her, she's always there."* There is a culture of open communication and staff told us they feel respected and well regarded.

People are supported by care workers who are suitably vetted and trained to provide the levels of care and support required. Care workers are registered with Social Care Wales. Training compliance is high, most care workers have completed a good level of training. Care workers receive regular supervision.

Staffing levels are calculated and provided in accordance with the provider's dependency tool. People are supported by a service with enough staff who are appropriately trained to provide the level of care and support required.

There are good arrangements in place to support the day-to-day running of the service. The staffing structure is clear and all staff we spoke with understood their roles and responsibilities. Care workers and people feel confident in the management of the service. A relative of a resident told us, *"I feel I am in a very special place, surrounded by very special people."*

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
21	The service does not always ensure care and support is provided in a way which protects, promotes and maintains the well-being of individuals.	Achieved

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 28/03/2025