Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cwrt Enfys Care Home

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

01639841265

www.silvercrestcare.co.uk

The inspection visits for this service took place between 13/10/2026 and 04/11/2026

Service Information:

Operated by:	Silvercrown Care Homes (Swansea) LTD
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with a learning disability, Care and support for people with a physical disability, Care and support for people with mental health needs
Registered places:	99
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	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Cwrt Enfys Care Home is a modern, purpose-built 99-bed residential and nursing home supporting adults with a range of physical and psychological health needs. The home comprises three units: Ty Enfys, The Woodlands and Enfys Fach.

The home is situated in Ystradgynlais, Powys, close to the Swansea boundary and on the edge of the Brecon Beacons National Park.

People experience excellent outcomes across all four inspection themes. They are treated with warmth, dignity and respect, have meaningful choice and control, and benefit from imaginative opportunities that promote independence, relationships and community connections. People and relatives speak very positively about the service.

Care and support is highly personalised and responsive. Skilled care staff, comprehensive care planning, positive risk management and effective multidisciplinary working enable people to remain healthy and achieve individual outcomes. Safeguarding, medicines management and infection prevention arrangements are robust.

The environment is exceptionally clean, welcoming and stimulating and effectively meets people's physical, sensory and cognitive needs. Strong maintenance and safety arrangements promote people's independence. Fire safety is effectively managed, with further formal recording and sign-off of completed actions identified.

Strong, visible leadership and comprehensive governance arrangements drive continuous improvement. Care staff are extremely well supported, and quality assurance is embedded across the service for the benefit of people.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes and are empowered to make choices about their daily lives. Throughout the inspection, care staff consistently treated people with warmth, dignity and respect. Interactions were patient, sensitive and inclusive, and care staff know people's needs, preferences and communication styles exceptionally well.

People appeared relaxed and comfortable in care staff members' company, and requests for support were responded to promptly. Feedback from people was highly positive; they described the service as a *"wonderful place to live"* and said they *"feel safe", "well cared for"* and able to follow their preferred routines. Relatives and visiting professionals were equally complimentary about the quality of people's experiences.

People benefit from an exceptionally broad and imaginative programme of individual and group activities, led by a dedicated activities team. Opportunities include music therapy, exercise, reminiscence, sensory activities, gardening, baking, newspaper clubs, community outings and visits from schools and entertainers. Activities are tailored to people's interests, histories and abilities. Care staff also provide meaningful one-to-one engagement for people unable to participate in groups or communicate verbally. This inclusive approach enables people of differing abilities to remain involved, develop relationships and experience enjoyment and a sense of belonging. Regular meetings with people and relatives provide further opportunities to influence life within the service.

People are supported to remain healthy and safe while retaining as much independence as possible. Comprehensive personal plans and risk assessments give care staff clear guidance and promote positive risk-taking, including supporting people living with dementia or reduced mobility to remain active. People have timely access to health professionals, and their dietary and communication needs are understood. Mealtimes are sociable and unhurried, with attractive dining arrangements, varied home-cooked meals and sufficient care staff available to provide respectful support.

The accommodation makes an exceptional contribution to people's quality of life. Bedrooms and communal areas are personalised, welcoming and designed to meet people's physical, sensory and cognitive needs. People can spend time with relatives and friends, who are warmly welcomed. Welsh language and culture are actively promoted, and information is available in accessible formats. Although organised access to the wider community is limited by the absence of dedicated transport, people receive individual community support. Overall, the evidence demonstrates a highly inclusive service where people are valued, protected and consistently supported to thrive.

Care & Support — Excellent

People receive excellent care and support which is highly personalised and consistently promotes positive outcomes. Detailed pre-admission assessments identify people's needs before they move into the service. Personal plans and risk assessments are comprehensive, person-centred and provide clear guidance for care staff. People and their representatives are meaningfully involved in developing and reviewing their care, with their wishes, strengths and personal outcomes clearly recorded.

People are supported by an experienced and knowledgeable care staff team who understand their individual needs, preferences and communication methods exceptionally well. A core group of long-standing care staff provides continuity, while familiar agency workers are used when required. We observed care staff treating people with dignity, patience and respect. Care staff demonstrate a positive, enabling approach and an excellent understanding of people's complex physical, cognitive and emotional needs. Welsh language and culture are actively promoted, and people receive support in their preferred language and communication style.

Promoting people's health and well-being is integral to the service. Care staff work effectively with GPs, district nurses, dietitians, speech and language therapists, falls services and mental health professionals. Records demonstrated timely referrals, detailed health passports and appropriate monitoring of nutrition, hydration, skin integrity, mobility and changing health needs. Visiting professionals spoke very positively about the quality of care, staff competence and the responsiveness of the management team.

People are protected through comprehensive safeguarding arrangements and positive risk management. Care staff understand their safeguarding responsibilities and records showed concerns were reported transparently, investigated and acted upon. Detailed personal plans supported people living with dementia, behaviours that may challenge, high falls risks and complex health conditions, while continuing to promote mobility, choice and independence.

Medicines are stored securely and records sampled were accurate. Arrangements for controlled covert and as-required medicines reflected people's individual needs. Following previous medication incidents, the provider introduced additional audits, staff competency checks, training and counter-signature arrangements. These measures were embedded in practice and provided effective oversight.

Infection prevention arrangements are highly effective. The home is exceptionally clean, personal protective equipment is readily available, staff are trained, and regular audits supported consistently high standards. Overall, people experience highly individualised care delivered by skilled care staff who are committed to helping them remain safe, healthy and achieve what matters to them.

Environment — Excellent

People live in an exceptionally well-maintained, welcoming and stimulating environment which supports their safety, independence and well-being. The home is divided into distinct areas providing residential, nursing and dementia care. Each area offers plentiful communal and quieter spaces, enabling people to choose where and how they spend their time. Bedrooms are personalised, clean and comfortably furnished, helping people experience a strong sense of ownership and belonging.

The environment is thoughtfully adapted to meet people's physical, sensory and cognitive needs. Dementia-friendly features include colour-contrasting doors, toilet seats and handrails, memory boxes, clear bilingual signage, uncluttered flooring and interactive rummage boards. Dedicated sensory, music and activity rooms provide further opportunities for stimulation and meaningful engagement. Secure and attractive gardens are accessible to people, while the building and parking arrangements support those with reduced mobility.

The provider demonstrates a very strong commitment to maintaining and improving the premises. A dedicated maintenance team oversees a comprehensive programme of checks, servicing and repairs. Records showed appropriate arrangements for electrical and gas safety, legionella management, water temperatures, lifts, hoists, emergency lighting and specialist equipment. Weekly environmental walkarounds help identify concerns promptly, and no obvious hazards were observed during the inspection. The home was exceptionally clean throughout, supported by dedicated domestic staff, structured cleaning schedules and suitable laundry arrangements.

People benefit from highly effective safety systems that balance protection with independence. Window restrictors, alarm equipment and secure access arrangements are in place. Fire alarms, emergency lighting and fire-safety equipment are subject to programmed checks, and unannounced evacuation drills take place during both daytime and night-time conditions. Personal emergency evacuation plans are readily available. Any actions arising from the fire risk assessment should continue to be formally recorded and signed off when completed.

Feedback from people, relatives and visiting professionals was consistently very positive. They described the environment as *"vibrant", "spotless"* and a place where people feel safe and happy. Overall, the provider's sustained investment, person-centred design and proactive safety management result in an outstanding environment that enhances people's quality of life.

Leadership & Management — Excellent

People receive an excellent service because there is highly effective leadership, strong governance and a positive culture which places people at the heart of the service. Leaders are visible, easily accessible and provide clear direction. The manager and senior team are well known to people, relatives and staff, and the Responsible Individual (RI) visits regularly and engages directly with people and staff. Care staff spoke very positively about the support they receive from managers, describing them as *"very approachable"* and *"extremely supportive".* Feedback from relatives and visiting professionals was similarly very positive about the *"accessibility"* and *"responsiveness"* of the management team.

The provider has comprehensive and very well-established quality assurance arrangements which supports continuous improvement. The RI's visits, six-monthly quality-of-care reviews, clinical reporting systems and internal quality audits provide detailed oversight of the service. These arrangements monitor areas including safeguarding, falls, accidents and incidents, medicines, pressure care, infection prevention and staffing. Audits undertaken by the management team identify areas requiring attention and support improvements. Quality reports could be further enhanced by more clearly demonstrating and tracking the positive outcomes people achieve, and the difference improvements make to their lives.

People benefit from a service where communication and engagement are integral to its operation. Regular meetings, satisfaction surveys and daily senior-team meetings provide opportunities for information to be shared and feedback acted upon. Policies and procedures provide a comprehensive framework for staff, although some require minor updating to strengthen their alignment with current practice and guidance.

People are supported by enough appropriately recruited skilled and knowledgeable staff. Staffing levels and skill mix are very strong across the service, with additional support from nursing, management and dedicated activity staff. Staff described training and induction positively and there is clear evidence of investment in their ongoing development. Supervision is undertaken consistently, although some annual appraisals have fallen behind. The manager had already identified this and was taking action to address it. Overall, the provider demonstrates very strong leadership, highly effective oversight and a clear commitment to learning and continuous improvement, resulting in consistently positive outcomes for people.

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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