



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Mayflower Care Home



Mayflower Care Home, Alltwn Pontardawe, Swansea, SA8 3JG



01792863845



[www.mayflowercare.co.uk](http://www.mayflowercare.co.uk)

The inspection visits for this service took place between 19/02/2026 and 23/02/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Mayflower Care Limited                                                                                                       |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                  |
| Provision for:                           | Care home for adults - with personal care, Provision for mental health                                                       |
| Registered places:                       | 43                                                                                                                           |
| 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**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Wellbeing is rated good because people reported feeling safe, respected, and well supported, with staff promoting dignity, choice, and independence. Activities, social interaction, and meaningful engagement were evident, and accommodation generally supports positive wellbeing outcomes.

Care and Support are rated good because care delivery is person centred and well-coordinated, with appropriate documentation, risk assessments, and monitoring in place. Medication management is safe and effective, infection control is strong, and safeguarding arrangements are robust, with staff confident in their responsibilities.

Environment' is rated as 'good' because the home is clean, comfortable, and secure, with well-maintained communal areas and bedrooms. Fire safety systems, equipment servicing, and infection control measures are compliant. Some minor external maintenance issues remain, though they pose no immediate safety risk.

Leadership and Management are rated as good because they are effective, with up-to-date policies, strong quality assurance systems, and appropriate staffing levels. Staff feel supported, communication is open, and recruitment files are compliant with only minor improvements recommended. Incident reporting processes have been strengthened following recent concerns,

which were investigated with appropriate actions taken.

Overall, the service demonstrates consistent compliance and a positive culture, with high levels of satisfaction reported by residents, relatives, and staff.

## Findings:



### Well-being

Good

People are supported to live healthily, safely, and with control over their daily lives, benefitting from positive risk management approaches that promote independence and informed choice. Residents consistently reported feeling safe, respected, and involved, with access to meaningful activities, good communication support, and timely responses to health needs. Staff encourage autonomy, enable participation in preferred routines and hobbies, and adapt support to individual aspirations, helping people achieve their personal outcomes.

People are kept safe and protected from abuse and neglect through strong safeguarding systems, clear reporting procedures, and staff who are well trained and confident in recognising and escalating concerns. Staff consistently reported knowing how to raise issues, and residents and relatives confirmed they feel safe and well supported. Information on how to raise concerns is accessible, and staff communicate with individuals in ways that suit their needs, ensuring everyone can express worries or seek help without barriers. These practices create a culture of openness and protection, where people's safety and rights are prioritised.

People are well supported to cultivate safe, healthy, and meaningful relationships, both within the home and the wider community. Residents consistently reported feeling valued, connected, and treated with dignity, with staff enabling social engagement, hobbies, and group activities that enhance emotional well-being and reduce isolation. Staff encourage people to maintain existing relationships with family and friends and support the use of technology to stay connected, promoting independence and personal choice. The service also fosters residents' potential and personal development, offering varied activities and opportunities that reflect individual interests and what matters to them. Financial well-being is supported through appropriate systems, and Welsh language needs are acknowledged, with bilingual signage and some bilingual staff available for those who wish to receive care in Welsh.

People live in accommodation that actively supports their well-being outcomes, offering a safe, clean, comfortable, and personalised environment. Bedrooms are warm, tidy, and adapted to individual needs, with appropriate equipment such as airflow mattresses, call-bells, and mobility aids available and functioning effectively. Communal areas are welcoming, homely, and promote social interaction, while secure outdoor spaces provide opportunities for relaxation and meaningful engagement. Regular maintenance checks, prompt repairs, and compliance with fire, health, and safety standards ensure that the environment remains safe and supportive. Residents consistently report satisfaction with their rooms and surroundings, demonstrating that the accommodation fosters comfort, independence, and positive well-being outcomes.



## Care & Support

Good

The service provides individuals with a consistently good standard of care and support that reflects their needs, risks, and preferences, although improvements are required in how personal involvement is recorded. Care planning is generally comprehensive and regularly reviewed, with risk assessments, health appointments, pressure-area assessments, nutrition monitoring, and safeguarding considerations all informing the level of support delivered. However, care plans are not always fully person-centred and lack detail about individuals' histories, aspirations, and what matters to them, and evidence of resident or family involvement in reviews is often limited. Despite this, staff demonstrate good knowledge of residents' needs, deliver care safely, and maintain strong communication, ensuring that people receive appropriate support aligned with their outcomes and specialist needs.

Individuals are well supported to do things that matter to them, maintain hobbies, and enjoy meaningful daily experiences, contributing to their overall happiness and fulfilment. Inspection evidence shows that residents consistently reported enjoying the regular activities, entertainment, games, cinema room sessions, and social events offered within the home. Staff were observed encouraging participation, engaging residents in conversation, and offering choices about how they wished to spend their time—promoting autonomy and enjoyment. Activities are frequent and varied, with residents supported to join communal events or pursue interests at their own pace, and relatives highlighted the strong social atmosphere and high-quality entertainment provided. Although activity outcomes are not always well documented in care plans, the day-to-day support clearly helps individuals maintain purpose, connection, and emotional well-being.

Mealtimes are consistently positive and well-supported, with staff offering respectful assistance, encouraging social interaction, and ensuring dietary needs and preferences are met. Dining areas are clean and welcoming, and individuals who need help to eat or drink receive sensitive, one-to-one support that promotes dignity and comfort.

The service has strong safeguarding mechanisms, including up-to-date policies, thorough staff training, clear reporting procedures, and a positive culture where staff feel safe to raise concerns. Safeguarding referrals are recorded, acted upon promptly, and monitored through governance and audit processes, ensuring individuals are consistently protected from harm.

The service has safe and well-structured medicines management systems, including accurate recording, secure storage of controlled drugs, routine audits, and clear processes for ordering, administration, and disposal. Staff are trained and competent, and no medication non-compliance issues were identified during inspection, ensuring safe and consistent practice.



## Environment

**Good**

The service provider ensures that individuals receive care and support in an environment that is safe, clean, comfortable, and equipped to meet their needs, enabling them to achieve their personal outcomes. We recently received an anonymous concern about the environment at the service, how information was being recorded, and whether there were enough staff on duty. After carrying out our checks, including visiting at night, we found that most of these concerns weren't supported by what we saw. Any small issues we did come across were dealt with quickly by the service. Inspection findings show that the home is well-maintained, with warm and welcoming communal areas, personalised bedrooms, accessible outdoor spaces, and appropriate equipment such as airflow mattresses, call-bell systems, hoists, and mobility aids, all functioning effectively. Routine checks—including fire safety systems, maintenance logs, cleaning schedules, and environmental audits confirm that facilities are kept to a high standard and support people's independence, safety, and comfort. Residents consistently reported feeling comfortable and satisfied with their rooms and the environment, further demonstrating that the setting supports their well-being and personal outcomes.

The service provider demonstrates a strong and proactive approach to identifying and mitigating health and safety risks, supported by clear systems, regular monitoring, and prompt action where issues arise. Routine checks are carried out across fire safety, equipment maintenance, infection control, environmental standards, and room temperatures, with records showing that issues such as faulty heaters, shower temperature concerns, or maintenance defects are addressed quickly and effectively. The home employs a full-time maintenance officer, uses maintenance logs to track and complete repairs often on the same day and ensures mandatory safety checks (gas, electrical, lifting, fire alarms, emergency lighting) are up to date and compliant. Staff are trained to recognise hazards and report them promptly, and environmental audits, cleaning schedules, PPE use, and COSHH controls further reduce risks. Combined, these measures demonstrate that the provider has effective, embedded practices to safeguard residents' health, safety, and well-being.



## **Leadership & Management**

**Good**

The service provider has robust and effective governance arrangements in place that support the smooth day-to-day operation of the service and create a solid foundation for delivering high-quality care. Clear organisational structures, up-to-date policies, and regular auditing processes—such as Responsible Individual (RI) statutory visits, quality reviews, and ongoing internal audits—ensure strong oversight and continuous improvement. Staff describe management as visible, approachable, and responsive, and communication channels are open and well-embedded, enabling concerns to be raised safely and acted upon without delay. Quality assurance systems effectively monitor care delivery, incident reporting, safeguarding responsibilities, medication management, environmental safety, and staff training compliance, helping the service maintain safe practice and meet regulatory expectations. Together, these arrangements ensure the provider can consistently deliver person-centred care and support individuals to achieve their personal outcomes.

The service has strong and structured oversight arrangements, supported by routine RI visits, quality reviews, and regular internal audits that monitor compliance across care planning, safeguarding, medication, staffing, and environmental safety. These processes ensure that standards of care are continually reviewed and that any issues are identified and acted upon promptly. Staff, residents, and relatives contribute feedback, which managers use to inform ongoing improvements. Policies are up to date, governance is transparent, and management responds quickly to concerns, demonstrating a commitment to learning and development. Overall, the quality assurance framework enables the service to maintain compliance with regulations and drive continuous improvement in outcomes for people using the service.

Individuals are supported by a service that maintains appropriate staffing levels and ensures staff are fit, competent, and suitably qualified to meet people's needs. Inspection evidence shows that staff receive regular supervision, appraisals, and mandatory and specialist training, with a training matrix in place to monitor compliance and identify gaps. Staff files contain verified references, DBS checks, identity documents, and evidence of qualifications, demonstrating safe and robust recruitment practices. Both day and night staff reported feeling confident in their safeguarding responsibilities, incident reporting processes, and use of care recording systems, indicating good competency and knowledge. Residents and relatives stated that staff are attentive, caring, and skilled, and that staffing levels feel sufficient to meet needs safely and support personal outcomes.

## 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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