Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hengoed Court Care Home

Vitrose Ltd, Cefn Hengoed Road Winch Wen, Swansea, SA1 7LQ

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The inspection visits for this service took place between 27/07/2026 and 28/07/2026

Service Information:

Operated by:	Hengoed Court Care Home Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	114
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:

Hengoed Court Care Home is a large nursing care home situated in Winch Wen, Swansea. The home benefits from extensive grounds, scenic views over Swansea Bay and access to its own eight-acre nature park. The service provides nursing, complex nursing, palliative, end-of-life and respite care for up to 114 adults aged 55 years and over.

Well-being is excellent because people are supported to live the lives they want to live. We saw clear evidence of improved outcomes, meaningful experiences and strong relationships. People told us they feel safe and listened to, while professionals recognised the service's innovative and person-centred approach.

Care and support is good because people receive care that is responsive to their individual needs. Staff know people well, monitor their health closely and work effectively with families and professionals when concerns arise. Robust systems help ensure people are safe and receive the

support they need at the right time.

The environment is excellent because people benefit from a home that enhances their wellbeing and quality of life. A wide range of personalised living spaces, exceptional outdoor facilities and ongoing investment in the environment provide people with choice, comfort and opportunities to do what matters to them. Strong safety arrangements help ensure people can enjoy their surroundings with confidence.

Leadership and management is excellent because there is a clear commitment to providing high-quality care. Effective oversight, investment in new ideas and a strong staff culture ensure people benefit from a service that is responsive, ambitious and focused on achieving positive outcomes.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives. We saw numerous examples of people achieving positive outcomes through personalised support, positive risk management and effective partnership working with healthcare professionals. This enables people to make informed decisions, manage complex health needs and pursue goals that are important to them. One person experienced a significant improvement in their comfort and quality of life because of staff's determination and coordinated support. Another person told us, *"There's no way I can express how much better I am."* A dedicated activities team enhances people's physical and emotional wellbeing through a large range of meaningful opportunities, including creative activities, music, walks, animal therapy and community events. People's spiritual needs and beliefs are respected and valued, with support to maintain meaningful spiritual connections and practise their faith where this is important to them. Professionals consistently recognised the service's strengths, with one commenting, *"They are innovative in their holistic approach to care."*

People are safe and protected from abuse and neglect. People told us they feel safe and that staff listen to them. Relatives describe being actively involved in their loved one's care, commenting, *"We keep an eye on the care, we are involved, anything we want we ask. Everything always gets followed through."* This reflects a culture of openness and responsiveness, where people and their families are encouraged to share feedback. Robust safeguarding, whistleblowing and complaints procedures support people's safety and wellbeing. Complaints are taken seriously, investigated appropriately and used as opportunities for reflection and learning.

People are supported to cultivate safe and healthy relationships**.** A stable and compassionate staff team enables people to develop trusting relationships with those supporting them. Staff told us many team members have worked at the service for a long time and *"know the residents really well."* One person described staff as *"really helpful, supportive and kind."* During the inspection, we observed warm and respectful interactions throughout the home, reflecting positive and trusting relationships.

Staff support meaningful relationships and experiences, including celebrating important life events, hosting events and fetes at the home, inviting the wider community to join, and enabling people to attend Swansea City football matches using the home's season tickets. This helps people maintain meaningful connections with the people and interests that matter to them and strengthens links with the wider community. The environment reflects the people who live there, with personalised displays celebrating their lives and experiences.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. Relatives spoke positively about the care provided, with one describing it as *"superb."* People told us staff closely monitor their health and wellbeing, with one person stating, *"they keep a close eye."* We saw evidence of strong clinical oversight, including regular monitoring and recording of important health information, regular GP visits, prompt escalation of concerns and effective communication with families and involved professionals, helping to ensure deteriorating health needs and emerging risks are identified and managed appropriately. One professional told us, *"The staff are always very helpful and are always very aware of patients and their health concerns when discussing clinical problems'.* Personal plans are detailed and regularly reviewed to reflect people's changing needs and preferences. They are written in language that is person-centred and promotes dignity, particularly in relation to communication and end-of-life planning. Staff ensure people's wishes and dignity remain central to the support they receive at the end of life. People can receive support in Welsh from some Welsh-speaking staff. Some documents are readily available in Welsh, and others can be translated on request.

People are protected from harm and abuse. Staff demonstrated a clear understanding of safeguarding responsibilities and how to report concerns. Safeguarding training compliance was high and audits provided effective oversight of practice. Risk assessment arrangements were robust and comprehensive, with personalised assessments providing clear guidance for staff on how to support people safely. Records showed assessments were reviewed promptly following incidents, changes in health needs, professional advice and people's choices. This responsive approach helped ensure risks were identified and managed effectively while reflecting individuals' needs and circumstances. One member of staff told us, *"Any concerns are responded to promptly."*

People's medication is safely managed. Medication is stored securely. People consistently receive their prescribed medicines, and medication administration is supported by an electronic system which provides clear oversight of medicines due and administered. Medication management arrangements are well organised, with regular audits and spot checks. A notable strength is the dedicated pharmacy technician role, who provides additional oversight of ordering, stock control, record keeping and prescription changes. Controlled drugs checked during the inspection corresponded with recorded balances and we found clear procedures for the receipt, return and disposal of medicines.

People's risk of infection is minimised. Infection prevention and control training compliance is high and designated infection control and wound care champions promote good practice. We observed staff using PPE appropriately and found supplies were readily available throughout the home.

Environment

Excellent

People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their wellbeing outcomes while identifying, mitigating and reducing health and safety risks. The home provides an extensive range of communal and private spaces, enabling people to choose how and where they spend their time, whether socialising with others or enjoying quieter surroundings. Bedrooms are highly personalised and reflect people's identities and life experiences, creating a strong sense of ownership. The environment is bright, welcoming and thoughtfully designed, with colour contrasts supporting orientation and independence. Furniture and facilities are maintained to a high standard, and there is clear evidence of continuous investment in the environment, including a new kitchen, and a programme of flooring replacement. During lunch, we observed an inclusive atmosphere, with staff from across the home working together to create a positive social occasion rather than simply a mealtime.

Garden and outdoor spaces are a particular strength of the service and make a significant contribution to people's wellbeing. People have access to attractive and well-maintained outdoor areas that encourage connection with nature. Secure courtyards, seating areas and decking spaces with scenic views provide opportunities for relaxation and recreation, while wheelchair-accessible pathways enable people to safely access the home's farm and lake areas. The provider has created additional facilities, including a café and ice cream parlour, which offer welcoming spaces for people to spend quality time with family and friends and maintain important relationships. The home's continued success in the Swansea in Bloom competition reflects the care and investment dedicated to creating an environment that people can enjoy and take pleasure in. One relative told us, *"The flowers here, they make my day."*

Robust systems are in place to promote safety and security, including an InterCall system throughout the home, keypad and monitored access arrangements where necessary, and CCTV surveillance, which is operated in line with regulatory requirements and people's rights. We viewed comprehensive records which demonstrate strong oversight of health and safety, including current gas and electrical certification and fire safety checks. Regular property audits and dedicated maintenance and grounds teams support the home's high standards and contribute to an environment that is both safe and attractive. The kitchen has the highest rating of 5 (very good) and discussions with kitchen staff demonstrated a strong understanding of Speech and Language Therapy (SALT) guidance and individual dietary requirements, ensuring people are offered meaningful choice and meals that meet their preferences and assessed needs.

Leadership & Management — Excellent

People are supported to achieve their outcomes because the service provider has effective organisational arrangements to ensure smooth operations and high-quality care**.** Strong governance arrangements underpin the service. Managers complete a comprehensive programme of audits covering key areas, including medication, safeguarding, complaints, falls, wound care, infection control and health and safety. Findings are incorporated into weekly reports submitted to the directors, providing effective oversight of service performance and enabling leaders to identify trends and take timely action where required. The responsible individual and directors maintain a visible presence within the home, and, during the inspection, we observed they were well known to people and staff. Feedback from people, relatives and staff is routinely gathered through questionnaires, meetings and day-to-day discussions, ensuring leaders remain informed about people's experiences and the quality of the service provided.

Innovation, investment and partnership working are clear strengths of the service**.** The service works collaboratively with healthcare professionals to develop and introduce innovative approaches to care. This includes current involvement in projects linked to advance care planning and investment in specialist clinical equipment to enhance assessment and decision-making within the home. Investment decisions are clearly linked to improving outcomes for people, with new equipment and technology helping staff identify health concerns earlier and potentially supporting reducing avoidable hospital admissions. The service has been recognised for its contribution to the development of the I Stumble falls management process, with learning from the home helping to influence practice more widely.

Staff wellbeing is prioritised, fostering a positive and inclusive culture. We heard examples of managers responding sensitively to individual needs and making reasonable adjustments to support staff wellbeing. A range of initiatives promote recognition and emotional wellbeing, including employee awards and access to specialist counselling and training relating to grief. Staff consistently spoke positively about the management team and comments included *“As a practising nurse I feel well supported and able to deliver the best care that the residents deserve.”* and “*We all work as one team. The management support is unbelievable”.* This positive culture helps retain skilled staff, promotes wellbeing and enables staff to provide high-quality care for people living at the home.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Safe recruitment processes help ensure suitable staff are employed. Training compliance is high, providing assurance staff have the knowledge and competence required for their roles. Investment in training and professional development helps ensure staff have the skills and confidence to deliver high-quality, 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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