Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Gardens Care Home

Neath

01639760275

The inspection visit took place on 06/08/2026

Service Information:

Operated by:	Gardens Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
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:

Gardens Care Home is situated in Neath within walking distance of community facilities such as cafes, restaurants and parks. The service provides person-centred care and support to people.

Well-being is good and people are actively involved in decisions about their lives. They are supported to maintain their health and well-being and participate in activities that are important to them.

Care and support is good. There are thorough personal plans in place which are reviewed regularly with people and reflect their individual needs, preferences and aspirations.

The environment is good as it is welcoming and homely and supports people's wellbeing. Bedrooms are personalised and communal areas are well maintained and inviting. Environmental improvements had been completed since the previous inspection, including redecoration, new flooring and replacement furnishings.

Leadership and management of the service is good. The manager and responsible individual (RI) provide effective oversight and have implemented robust governance systems that drive continuous improvement. Care staff consistently described the management team as approachable

and supportive.

Findings:

Well-being — Good

People live healthily and safely with control over their lives. Care and support are delivered in a way that reflects individual preferences, enabling independence, choice and positive well-being outcomes. People can spend their time as they wish doing things that interest them and matter to them. Those spoken with told us they like where they live and are happy with the support from the care staff. People are actively involved in decisions about their day-to-day lives, including meal choices, activities and how they spend their time. We saw people accessing the community regularly and engaging in activities that reflect their interests and personal goals. One person spoken with told us *“I am very happy here, everything is going good”.*

People are safe and protected from abuse and neglect. Systems are in place to safeguard people and protect them from harm. Risk assessments are detailed, regularly reviewed and linked to people's assessed needs, enabling care staff to support people safely while promoting independence. Care staff demonstrate a good understanding of safeguarding procedures and are confident that any concerns would be responded to promptly by management. We spoke with a visiting professional who told us the service communicates effectively and keeps them well informed about people’s care and support needs. Records show people receive ongoing support to maintain good health, access input from healthcare professionals and monitor nutritional needs

People are supported to cultivate safe and healthy relationships. People are encouraged to maintain meaningful relationships with family members, professionals and their wider community. People are supported to access community facilities and activities that reflect their interests. We saw respectful interactions between care staff and saw people are listened to and treated with dignity and respect. Efforts are made to communicate with people in their preferred language. We saw materials available for people in their preferred language and support to access community activities promoting different language and culture. Bilingual signage and Welsh language initiatives, such as Welsh word of the week, help to promote the Welsh active offer.

People live in accommodation that supports their well-being outcomes. The environment is comfortable, homely and well maintained, with notable improvements made since the previous inspection. Recent redecorating, replacement furnishings, new flooring and other environmental enhancements demonstrate the provider's commitment to continuous improvement.

Care & Support — Good

People receive person-centred care that is planned, delivered and reviewed in a way that promotes positive outcomes. Personal plans are comprehensive, regularly reviewed and provide care staff with clear guidance on how to meet peoples' assessed needs. Records seen show involvement from people, their representatives and professionals, ensuring care remains responsive to changing circumstances. Detailed information about people's histories, preferences, communication needs and aspirations enable care staff to provide consistent and tailored support. Records evidence effective partnership working with external professionals to support people's wellbeing, such as health appointments and specialist input. The quality of records and reflective monthly reviews show a service focused on supporting people to achieve their desired outcomes.

People are protected from harm and abuse, and systems are in place to promote people's safety whilst supporting them to live as independently as possible. Risk assessments are detailed, regularly reviewed and proportionate to individual needs. Deprivation of Liberty Safeguards authorisations are in place where required and appropriately reflected within care planning documentation. Care staff spoken with demonstrate a clear understanding of safeguarding responsibilities and reporting processes, with one staff member stating, *"If I have a concern, I can always go to the manager and I know it will be dealt with."*

There are systems in place to ensure the safe management of medication. People are supported to receive their medicines safely and as prescribed. Medication is stored securely, temperature monitoring records are maintained, and monthly audits promptly identify and address any issues. Medication administration records seen are completed appropriately and (when required) medication guidance is available when required. Weekly stock checks and clear arrangements for ordering and returning medicines strengthen oversight processes. Care staff complete medication training and competency assessments, helping to ensure medicines are administered safely

People's risk of infection is minimised as the service is clean, tidy and well-presented. The environment is free from clutter, cleaning equipment and hazardous substances are appropriately managed, and regular environmental audits provided ongoing oversight. Care staff receive infection prevention and control training, with additional audits completed to monitor standards and identify improvements. Equipment and facilities are subject to routine checks and maintenance schedules, supporting a safe environment for people living at the service. Daily records and observations demonstrated that people's personal care and health needs are managed appropriately, reducing the risk of infection and promoting their overall health.

Environment

Good

People have access to suitable, well-maintained facilities and equipment that support their well-being and reduces risks to their safety. Gardens Care Home provides a comfortable, homely and person-centred environment that supports people to achieve positive well-being outcomes. The environment is clean, tidy and clutter-free, creating a pleasant living environment where people can move around safely and comfortably. Bedrooms are personalised to reflect people's tastes, interests and preferences, helping to promote a sense of ownership and belonging. Communal areas are welcoming, appropriately furnished and designed to encourage engagement and socialisation. There is an outdoor space people can access as they wish, and we saw people making the use of this area. Since the previous inspection, the provider has continued to invest in the environment, with improvements including redecoration of hallways, new flooring, replacement furnishings and planned enhancements to outdoor spaces. We saw the paving stones at the front of the property are slightly uneven and could pose a trip hazard. We have discussed this with the provider who assured us they would rectify it to reduce the hazard.

Effective arrangements are in place to maintain the environment and ensure people's safety. Fire drills are completed supporting preparedness in the event of an emergency. Robust servicing and maintenance arrangements help ensure the building remains safe, well maintained and complaint. Environmental audits are completed monthly and form part of a wider quality assurance system, enabling issues to be identified and addressed promptly. Staff and management demonstrate awareness of ongoing maintenance requirements and are actively progressing improvements where required. The continued investment in the home, combined with regular health and safety checks and responsive management oversight, provides assurance that people benefit from an environment that is safe, well maintained and supports their quality of life.

Maintenance records demonstrate a proactive approach to identifying and addressing issues before they impact people. The environment is visibly well cared for, and care staff understand their responsibilities in maintaining a safe environment. The service has a dedicated maintenance person who is available to ensure repairs and improvements are completed promptly.

Leadership & Management — Good

The service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and person-centred care. There are established systems in place to monitor quality, identify areas for development and respond proactively to issues. Governance processes are comprehensive and include regular audits of medication, the environment, infection prevention and control, and records relating to staffing. Action plans are developed as a result to monitor progress and promote continuous improvement. Records are organised, accessible and demonstrate clear management oversight. The RI has a visible presence within the service, visiting regularly and providing ongoing support to the manager and staff team. They regularly obtain feedback from people, their relatives and care staff about the service. This feedback is used to make continued improvements to the service. This approach creates a culture of accountability and continuous development, resulting in sustained improvements in the quality of care and the environment.

People are supported by care staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. There is effective recruitment, training and workforce development arrangements in place. Staff files are organised and contain the information and background checks required to demonstrate safe recruitment practices. Supervision and appraisal records show care staff receive regular support, and opportunities for professional development in line with regulatory expectations. Training compliance is monitored, and care staff have access to both mandatory and service-specific learning opportunities. Care staff demonstrate a good understanding of people's individual needs and spoke knowledgeably about how they support people to achieve positive outcomes.

Care staff described the management team as approachable and supportive. One person told us, *"If we've got problems we can always go to the manager and they will always sort it out for us,"* whilst another said, *"If I need help, the manager and RI will support me."* This positive culture contributes significantly to the consistency and quality of care people receive. Care staff spoken with are passionate about their roles and the importance of achieving positive outcomes for people. One staff member told us, *"I love my job, I love to see people happy"* whilst another stated, *"We really care about people, and supporting them to do the things they enjoy doing."*

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.

Mae’r adroddiad hwn hefyd ar gael yn Gymraeg

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