Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hengoed Park Care Home

Hengoed Park Care Home, Cefn Hengoed Road Winch Wen, Swansea, SA1 7LQ

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The inspection visits for this service took place between 23/09/2026 and 24/09/2026

Service Information:

Operated by:	Hengoed Park (Swansea) Ltd
Care Type:	Care Home Service Adults Without 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 physical disability, Care and support for people with mental health needs
Registered places:	149
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	Good
Environment	Excellent
Leadership & Management	Good

Summary:

Well-being is excellent because people are supported by staff who know them exceptionally well and place them at the centre of everything they do. People told us they are happy, have control over day-to-day decisions and are listened to when expressing their views. Staff promote meaningful relationships, positive outcomes, and a strong sense of community. People feel safe, and connected through personalised support, activities and opportunities which reflect their interests and preferences.

Care and support is good because people receive care which reflects their needs and preferences. Personal plans are reviewed regularly, and support anticipates and responds to changing circumstances. Effective communication and partnership working promote consistency, while safeguarding, medication management, infection prevention, and risk management arrangements support people's safety and well-being. Feedback from people, relatives and professionals is positive.

The environment is excellent because people live in a home designed around their needs and preferences, with facilities which enhance daily life. Specialist dementia facilities, high-quality catering provision and extensive, beautifully maintained grounds support well-being, independence and quality of life. The environment offers opportunities for relaxation, social interaction and meaningful engagement.

Leadership and management is good because governance, oversight and monitoring arrangements support the delivery of safe, person-centred care. Leaders are visible and approachable, while professional feedback reflects a responsive and well-regarded service. The provider invests in workforce development and uses audits, monitoring, and feedback to support continuous improvement and positive outcomes for people.

Findings:

Well-being — Excellent

People live healthily and safely with control over their lives, supported by positive risk management. People experience a high degree of choice and control. One person told us, "*I'm very happy living here. Some days I want to go out, sometimes I don't, but they will take me if I do*." People told us how their views are listened to and acted upon, with one person stating: "*I think the entertainment is great, I love the quizzes, I suggested this and they do them now*," demonstrating their ability to influence aspects of daily life within the home. Staff demonstrate detailed knowledge of people's preferences and life histories, whilst relatives told us they understand the "*little things that matter*." We found an exceptionally strong person-centred culture, reflected in one staff member's comment, "*I don't see the illness, I see the person*." People's cultural, linguistic, and individual identity needs are considered, with opportunities to support Welsh language preferences, faith and spiritual wellbeing through church services and faith-based activities.

People are safe and protected from abuse and neglect. People told us they feel safe. One person said, "*I feel safe living here, you have people looking out for you and help you get the things you need and want*." Relatives are equally positive, with one telling us, "*I've got nothing but praise. They're very quick to respond. They know and understand my relative*." Records show concerns and complaints are taken seriously, investigated thoroughly, and used to improve practice, helping people feel listened to and supported.

People are supported to cultivate safe and healthy relationships. There is a strong sense of community throughout the service. People spoke warmly about the relationships they have with staff and others living at the home. One person told us, "*Couldn't wish for better, everyone is ever so friendly, nothing is too much trouble, always a smile on their faces. That's why I keep so well, I'm happy here*." The wellbeing team demonstrates a commitment to reducing isolation through an extensive programme of group activities and personalised one-to-one support. Staff use their knowledge of people's interests and life histories to promote meaningful engagement and positive outcomes.

The environment makes a positive contribution to people's wellbeing, with beautiful views across the surrounding landscape complementing the home's well-maintained grounds and providing a tranquil setting for people to enjoy. Dementia-friendly living spaces promote comfort, orientation, and independence, while activities and community experiences enhance quality of life. Birthdays and significant occasions are celebrated in meaningful ways, with family involvement encouraged. We also heard how people have been supported to regain their independence and successfully move back into the community, demonstrating the service's focus on achieving positive outcomes.

Care & Support — Good

People receive good care and support which reflects their individual needs and preferences. Professionals spoke highly of the service and described positive working relationships with staff, noting concerns are shared promptly and acted upon when people's needs change. Feedback highlights the quality of the detailed assessment process, with families being supported through admissions in a sensitive and reassuring way. Relatives told us they are kept informed and involved in their loved one's care, with one commenting, *"They absolutely keep me updated. They're very informative. I really do feel involved in my relative's care."* Personal plans are detailed, regularly reviewed and written in a respectful way reflecting people's personalities and preferences. Records show consideration of emotional wellbeing, including how people like to spend their time, situations which may cause distress, and approaches staff can take to provide reassurance. This is particularly evident within the dedicated dementia area where documentation demonstrates a good understanding of how individuals experience their condition and the support they require. We saw clear evidence of staff monitoring changes in health needs, including skin integrity concerns and behaviours which indicate distress, with appropriate involvement and escalation to healthcare professionals and families. During observations, we saw staff provide support in a calm and respectful manner, explaining what they were doing and involving the person throughout. Effective communication and handovers between staff help ensure care remains consistent and responsive to people's needs.

People are protected from abuse and neglect**.** Staff spoken with demonstrate a good understanding of their safeguarding responsibilities. Safeguarding training compliance is high. We found clear safeguarding and whistleblowing policies supporting a culture of openness. Management maintain effective oversight and auditing of safeguarding matters, helping to identify learning and improve practice. Comprehensive, frequently reviewed risk assessments provide staff with clear guidance on how to support people safely whilst promoting dignity and independence.

People's medication is safely managed, with effective oversight and systems in place to help ensure people receive their medicines as prescribed. Staff responsible for administering medicines have received appropriate training and competency assessments, supported by a designated medicines lead who maintains oversight and support. Clear policies and procedures guide practice, while regular audits help identify any issues promptly. Professional feedback is positive, with one professional commenting staff ensure medicines are available without delay and *"nothing is too much for them."* Another praised the service's oversight of prescriptions, describing staff as familiar with people's individual needs and efficient in resolving issues.

People's risk of infection is minimised. We observed good infection prevention and control practices throughout the home. Staff have completed relevant training and demonstrate an understanding of safe working practices. Clear policies support safe practise.

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. People benefit from a spacious, welcoming home arranged across four floors, with each area tailored to support people with differing needs and preferences. This creates distinct living areas and offers people a choice of places in which to relax or socialise, including comfortable lounge areas and a café/bar space where people can spend time with family and friends. The home is exceptionally clean, comfortable, well maintained and decorated to a high standard. Bedrooms are personalised with familiar possessions, reflecting people's individual identities and experiences. Technology is used throughout the home to enhance engagement and daily life, including digital activity boards and dementia-friendly television programming. A notable strength of the home is the dedicated dementia area. The layout has been carefully considered to support orientation, comfort, and independence, with clear signage, sensory features, reminiscence resources and points of interest all encouraging engagement. Smaller communal areas create a calm and familiar atmosphere.

Catering provision is another standout feature. The kitchen is organised and well stocked and has achieved the highest possible food hygiene rating of 5. Kitchen staff spoke confidently about individual needs, including specialist diets and texture-modified meals, and demonstrate detailed knowledge of the people they support. We saw an impressive range of food available, including vegetarian, gluten-free and other specialist options, ensuring people are offered genuine choice while receiving food that meets their nutritional and dietary needs and preferences.

The outdoor area demonstrates the provider's commitment to enhancing people's quality of life. People have access to extensive, beautifully maintained grounds, including landscaped gardens, colourful flower displays, a lake and an animal park. Additional facilities, including the ice cream parlour and a variety of outdoor seating areas enable people to spend time with family and friends and enjoy experiences together. The home's success in the Wales in Bloom competition reflects the pride and investment dedicated to these exceptional outdoor spaces.

People's safety is promoted through secure door entry systems and effective oversight of the premises. We viewed records demonstrating regular servicing of equipment, current gas and electrical safety certification, environmental audits and routine health and safety checks. Well-established maintenance arrangements ensure repairs are completed promptly and the home continues to be maintained to a high standard, providing people with a safe, comfortable, and attractive place to live.

Leadership & Management — Good

People benefit from a well-led service where effective governance arrangements support the delivery of safe, person-centred care. Managers use audit findings proactively to identify trends, highlight concerns, and drive improvements in care planning, staff practice and referrals to external professionals. Regular monitoring supports oversight of key areas including accidents and incidents, medication, health and safety and people's wellbeing. The responsible individual and directors maintain a regular presence within the home and are well known to people, relatives and staff, providing additional support and visibility. Clear reporting arrangements, including weekly management reports and regular management meetings, help ensure effective communication and oversight across the service. The service demonstrates an open and transparent approach to safeguarding and regulatory reporting. Feedback from people, relatives, professionals and staff is actively sought, analysed and used to inform service development. We saw evidence confirming suggestions and concerns are considered and acted upon. Feedback from professionals was particularly positive, with one stating, *"I have placed many people at Hengoed and have generally had a very positive experience. They are very responsive and will support with new and emergency placements where they can."*

People are supported by staff who are recruited safely and provided with the skills, knowledge and guidance required for their roles. Training compliance is high and staff have access to a range of mandatory and specialist training relevant to their roles and the needs of the people they support. The provider has invested in developing several in-house trainers and strengthened practice through a programme of face-to-face refresher training and competency assessments. Staff demonstrate a good understanding of people's needs and communicate effectively through detailed handovers, helping to promote consistency of care.

A particularly positive feature of the service is the supportive and inclusive culture experienced by staff. Staff consistently described managers as approachable and supportive. One staff member described the support they received during a difficult personal period as *"phenomenal,"* whilst another commented, *"It's an open-door policy, they are very helpful."* The provider takes positive steps to promote equality, diversity and inclusion across the workforce and demonstrates a genuine commitment to staff wellbeing, ensuring staff feel valued, supported, and recognised whilst investing in their professional development. Staff told us they feel valued, respected, and able to contribute to the ongoing development of the service.

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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