



Bloomfield Care Home



Bloomfield Residential Care Home, 129 Gower Road Sketty, Swansea, SA2 9HU



01792203045



www.bloomfieldcare.co.uk

The inspection visit took place on 11/06/2026

Service Information:

Operated by:	JJL Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	40
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

Good



Leadership & Management

Excellent

Summary:

People living at Bloomfield Care Home achieve positive outcomes because they receive support that promotes their rights, independence, health and well-being. Staff know people well and provide compassionate, person-centred care that reflects individual needs, preferences and personal outcomes.

People receive good care and support from a stable and committed staff team. Care is planned around individual needs and reviewed regularly. Staff work effectively with healthcare professionals and other agencies to help people maintain their health, safety and well-being.

People live in an environment that promotes independence, comfort and quality of life.

Effective systems are in place to monitor health and safety, manage environmental risks and maintain high standards of cleanliness and infection prevention and control.

People benefit from strong and effective leadership. Leaders promote a positive culture where people and staff feel valued, listened to and respected. Governance arrangements provide good oversight of the service and support continuous improvement.

Findings:



Well-being

Excellent

People achieve excellent well-being outcomes because they are supported to live healthy, safe and fulfilled lives. Staff know people well and place their preferences and rights at the centre of daily practice. People have choice and control over how they spend their time and are encouraged to maintain routines, hobbies and relationships that are important to them. Records seen, detailed person-centred information about people's histories, interests and aspirations. For example, people were supported to continue enjoying activities such as gardening, reading, socialising, going for coffee, attending community trips and maintaining contact with family and friends. Records demonstrate a strong focus on achieving personal outcomes and promoting independence wherever possible.

People benefit from positive and respectful relationships with staff who understand what matters to them. Staff described the service as *"highly person-centred"* and told us, *"There is plenty of time to spend meaningful time with people, not just completing care tasks"*. Staffing arrangements have improved significantly, resulting in staff having more opportunities to support people's emotional well-being and quality of life. Staff speak positively about enabling people to make everyday choices and maintaining their dignity, individuality and sense of self.

People receive support to maintain their health and well-being through effective care planning and strong links with health and social care professionals. We saw evidence of regular reviews of care, risk assessments and health needs. We saw ongoing involvement from GPs, hospitals, social workers and other professionals where required in care records. Monitoring systems supported staff to identify changes in people's needs and respond appropriately, helping people achieve good health outcomes.

People are protected from abuse and neglect because systems are in place to manage risks and safeguard their welfare. Safeguarding matters are reported appropriately and are subject to investigation and oversight. Staff demonstrate a good understanding of their safeguarding responsibilities and are confident in raising concerns. People who are subject to Deprivation of Liberty Safeguards (DoLS) have their rights protected through appropriate authorisations and oversight arrangements. Records showed relevant representatives remain involved and staff understand the importance of meeting conditions attached to these authorisations.

People are supported to maintain important relationships and remain connected to their communities. Care plans reflect individual preferences and personal histories, helping staff provide support that is meaningful and tailored to each person. The service promotes inclusion and values diversity. People can receive support in Welsh if they wish, with bilingual signage, Welsh language

resources and staff able to communicate in Welsh. This helps people maintain their identity and receive care in a way that is meaningful to them.



Care & Support

Good

People receive good care and support because staff understand their needs, preferences and personal outcomes. Personal plans seen are detailed, person centred and include information about people's histories, routines, communication needs, health conditions, risks and what matters to them. We saw people and, where appropriate, their representatives are involved before and after admission into the service. Personal plans are reviewed regularly and include linked risk assessments, which help staff provide consistent support and promote people's independence

People are supported to maintain their health and well-being. Records showed staff work with GPs, social workers, hospitals, district nurses and other professionals when people's needs change. Health passports, monitoring records and care plan reviews were available in the files sampled. Staff also support people with mobility, nutrition, hydration, skin integrity, oral care, medication and personal care needs. This means people benefit from care that is planned around their individual circumstances and reviewed when needed. Feedback from one representative stated, *"the standard of care is brilliant"*.

People are protected from harm and abuse because staff understand safeguarding procedures and know how to raise concerns. Staff told us they report any concerns to senior staff, managers, Care Inspectorate Wales (CIW) or safeguarding directly if needed. We viewed safeguarding records and saw these were reported and closed. Similarly records for incidents are notified to relevant agencies. We saw robust and safe medication processes in the service and trained competent staff administer with appropriate records kept.

People receive support from staff who are trained and know them well. Staff described the training as extensive and said they have a good mix of online, in-person and professional training. Staff also said care plans are easy to follow and that the online system helps them find information quickly. Staff have time to spend with people to support them to undertake meaningful activities. For example, records described people's interests, including gardening, reading, singing, socialising, going out and spending time with family. Evidence of these activities were seen in the homes newsletter.



Environment

Good

People live in an environment that supports their well-being and promotes their safety. The service provides accommodation that is comfortable, homely and designed to meet the needs of older people. Personal plans and room information demonstrates people are encouraged to personalise their bedrooms with belongings that are important to them, helping to create a sense of ownership and familiarity. People spoke highly about their bedrooms and the other communal spaces in the home.

People living in the bungalow, a separate area of the home for nine people living with dementia, have access to a secure sensory garden. This area provides opportunities for people to spend time outdoors in a safe and accessible setting. The area benefits from dementia friendly decoration throughout, using brightly coloured themed displays. We saw people using the area comfortably and spending time with staff in a calm and supportive environment. The smaller living area meets people's needs well and supports meaningful interaction and positive experiences throughout the day.

People benefit from an environment where effective health and safety arrangements help keep them safe and promote their well-being. The service employs a dedicated maintenance person who completes regular safety checks and oversees the upkeep of the premises. Records seen evidenced consistent monitoring of fire alarms, call bells, fire doors, fire extinguishers and other safety equipment. We saw evidence of essential servicing and maintenance, including gas safety certification, electrical testing and checks of specialist equipment. These arrangements help ensure the environment remains safe and suitable for people living at the home.

The management team maintain comprehensive oversight of the environment through detailed monitoring systems. Records included audits and monitoring information relating to maintenance, accidents and incidents, infection prevention and control, and health and safety. This identifies any issues promptly so that appropriate action can be taken.

People benefit from living in a clean and well-maintained environment. The service has robust cleaning schedules and infection prevention and control procedures, which support people's health and reduce the risk of infection. Monitoring arrangements ensure standards are maintained across the home. The kitchen achieved a food hygiene rating of five, the highest rating available, indicating food hygiene standards are very good and fully comply with legal requirements.



People achieve excellent outcomes because they are supported by a service with strong leadership, a positive culture and effective governance arrangements. The Management team have created an environment where people's well-being, dignity and independence are central to service delivery. Since the last inspection, staffing arrangements have been strengthened with improved workforce stability. The culture in the service has improved where people and their care staff and feel valued, respected and listened to. Staff feedback was consistently positive and demonstrated confidence in the management team and responsible individual. One staff member stated, *"they are easy to talk to, I can go to them about anything"*.

People benefit from a service that is committed to continuous improvement. the manager conducts audits, incident monitoring, notifications, quality assurance processes and feedback mechanisms to maintain oversight of the service and identify opportunities to improve outcomes for people. Governance systems are embedded throughout the home and promote openness, accountability and learning. The statement of purpose and service user guide accurately reflect the service provided and gives clear information to people and their representatives.

People are supported by a motivated and well-supported staff team. Staff told us they feel valued and respected by the manager and feel confident to raise ideas, concerns and suggestions. Staff morale is described as excellent, with one staff member telling us, *"When staff said they needed more support, management listened."*

People receive support from care staff who are skilled and knowledgeable. The provider invests in learning and development opportunities and promotes continuous professional growth. Staff training records show that staff have access to mandatory and specialist training, including dementia-specific learning and sector-led development initiatives. Staff consistently described training as comprehensive and relevant to the needs of people living in the home. We completed an audit of four staff files which evidenced that care workers have either completed or are working towards a Qualification and Credit Framework (QCF) in care at the appropriate level and all care workers are registered with Social Care Wales (SCW), the social care force regulator in Wales. People benefit from a management team who actively engage with the wider social care sector and seek new ways to improve outcomes. The service has developed links with organisations such as Social Care Wales and Careers Wales and has established ambassador roles to support staff development and share learning. The manager is open to innovation and is exploring new approaches to improve efficiency and enhance care delivery.

People experience a service where managers are visible, approachable and committed to maintaining high standards. Staff described the responsible individual as actively involved, providing regular support and oversight. This is further evidenced within Quality of Care Reviews (QoCR) reports conducted by the Responsible Individual (RI). This strong leadership presence, combined with effective governance, investment in staff and a commitment to innovation, helps

ensure people receive high-quality care and support.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.