



Heatherslade residential home



Heatherslade Residential Home, 1 West Cliff Southgate, Swansea, SA3 2AN



01792233328



theheatherslade.co.uk

Date(s) of inspection visit(s):

30/06/2025

Service Information:

Operated by:	Heatherslade Hotel Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	20
Main language(s):	English
Promotion of Welsh language and culture:	The service 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:

Heatherslade Residential Home overlooks the Gower coastline and is close to the amenities of Southgate village. The home's warm and welcoming atmosphere puts people and visitors at ease. People are happy at the home and enjoy doing things that improve their well-being. They receive a consistently good standard of care and support from a friendly and attentive staff team.

The accommodation is homely and has a good range of facilities to support people's needs. People feel safe in their environment, which is clean and properly maintained. Regular home improvements help keep the home fresh and inviting.

The Responsible Individual (RI) closely monitors and drives up standards. The manager leads the home effectively with the support of a deputy manager. Staff morale is good, which impacts positively on the culture within the service. Staff are appropriately recruited, trained and supported.

Findings:



Well-being

Good

People feel happy and content in their surroundings. The accommodation is homely and suits people's needs. Indoor and outdoor areas are well presented and maintained, with people benefitting from regular upgrades. Private and communal areas are thoughtfully laid out and have facilities to support daily routines. The home's pleasant garden offers people privacy when spending time outdoors. People value the home's rural location and stunning views.

People are supported to stay healthy. Care staff are attentive to people's physical and emotional needs. They make prompt referrals to medical and specialist services when needed, and ensure people receive the right medication at the right time. Infection risks are also reduced as staff work diligently to keep the home clean and hygienic. People maintain a varied, nutritious diet and are offered regular drinks and snacks. They told us *"The food is fabulous – all are offered choices"* and *"The food is excellent. No good if you're on a diet!"*. Care staff assist people to eat with care and sensitivity. Mealtimes are relaxed, sociable occasions as there is an organised system for serving meals and conversation flows naturally.

People have opportunities to socialise and do things they find meaningful. Staff arrange various group activities to help keep people occupied. Some people told us they find the regular exercise classes and musical entertainment fun and engaging, while others enjoy going for walks and taking part in community events. People choose how to spend their days and often do so pursuing their own interests. For example, people like to read, watch sports and create craft items. People have formed strong bonds with care staff and value the friendships they have made. They told us *"It's nice to have company"* and *"Staff are lovely: they've been chosen very well"*. Visitors to the home also receive a warm reception. One relative said, *"When we visit, we always get a cup of tea and a biscuit or cake. They're all delicious"*.

The service upholds people's rights. People's voices are consistently heard and respected as care staff promote choice in all aspects of daily living. The menu and activity timetable are prominently displayed, although staff need to ensure they are kept up to date. People share their views and ideas about home life during resident meetings, and the RI consults them when carrying out quality checks. Managers follow correct procedures to ensure people are not unlawfully deprived of their liberty. The service's safeguarding policy reflects Wales Safeguarding Procedures and is undergoing review to ensure contact details are clear and consistent. Staff complete regular safeguarding training and feel confident managers would deal with concerns appropriately.



Care & Support

Good

People move into the home after managers have carefully assessed their needs and wishes. Managers involve people and their representatives in this process and consider information from key professionals. People know what to expect as they are given written information about the home and its services before moving in. One relative said, *"It was recommended to us as we were told you can always hear laughter coming from the place"*. People are invited to visit and spend time at the home to see if it meets their needs and expectations. The admissions process gives managers and care staff a good understanding of what matters to people most. A health professional told us *"This is a home we recommend when asked"*.

People receive the right level of care and support, as outlined within personal plans. Managers use the information gathered during assessments to develop a range of personal plans. These focus on what is important to people and how care staff can meet their individual needs and preferences. 'Who I Am' and other lifestyle documents also provide an insight into people's work and family backgrounds, hobbies, interests and preferred routines. Personal plans acknowledge what people can do for themselves, along with their likes and dislikes. Managers regularly review and update personal plans, to ensure they reflect people's changing needs.

People receive dignified care and support where choice and independence are promoted. Relatives have confidence in care staff and feel reassured their loved ones are safe and well cared for. We were told that people's mobility, diet, social interaction and confidence have improved since moving into the home. One person told us *"The help I get is the best thing. Nothing is too much trouble"*. Care staff make electronic records of the care they provide, although these are not always completed in a timely way and often vary in detail, particularly in relation to food and fluid monitoring. There is scope to reduce some of the administrative burden on care staff, so they can maintain more accurate and efficient records. The service acts promptly when there are changes to people's health and well-being. The staff team communicates well with professionals, who told us managers are proactive in addressing any health concerns. People have access to dental screening and other health services, such as chiropody care and physiotherapy.

People consistently receive their prescribed medication which promotes their health, comfort and well-being. Medicines are stored securely and at appropriate temperatures. Care staff maintain clear records in relation to medication administration, although procedures could be tightened by ensuring a second trained staff member checks and signs all handwritten instructions. Managers seek advice and act upon any medication issues immediately.



The location of the home provides enviable views of the sea and countryside which lift people's spirits. The large windows in many rooms maximise the view and create a bright environment. Comments from people and their family members include *"Beautiful setting... very convenient"* and *"What more could you want from that view – you see the cows outside every morning and can walk to look out at the sea"*. The private garden is attractively presented and includes a newly laid patio, pleasant summerhouse ('Ein Sied'), numerous flowerpots and bird baths. We saw people using patio furniture as they relaxed outdoors. One person said, *"I've asked if bird baths can be filled – it really is a pleasure to see [the birds]"*.

The service has equipment and facilities to cater for people's needs. Staff help and support people to use technology which enhances their well-being and connection to others. The home offers private and communal space where people can spend time alone, socialise or entertain visitors. The dining room and conservatory are popular spaces where people take part in various activities and enjoy the company of others. People also use the quieter seating areas to relax and spend time with visitors. The dining room is nicely presented at mealtimes, and the layout encourages social interaction. Chairlifts enable people to safely access upper floors. People feel comfortable and content in their own rooms, which reflect their personality and style. Rooms are designed to promote freedom of movement and support personal routines.

The environment is clean and inviting. We found rooms to be comfortably furnished and decorated. People's own creations are displayed in communal areas, adding a personal touch to the décor. A maintenance officer regularly attends the home to carry out general repairs and upgrades. We observed paintwork to be fresh and found furniture and furnishings to be in good overall condition. One person told us *"The upkeep of the home is unbelievable... always painting and tidying the garden... My furniture was brand new when I came"*. There are effective cleaning and laundry arrangements in place, with staff working as a team to maintain high standards. The home was awarded a food hygiene rating of 5 (very good) in March 2024.

The home is kept free from hazards and equipment is properly maintained. Records show that regular health and safety checks are carried out. For example, the call bell system and window restrictors are checked every month and chairlifts are serviced within recommended timescales. Fire safety equipment is also tested and inspected regularly. Personal emergency evacuation plans are in place and can be accessed easily. The service has conducted a recent fire drill, although these need to be carried out more frequently to meet fire safety recommendations.



Leadership & Management

Good

The management team is respected and trusted by people living and working at the home. Managers have created a positive culture within the service and strong network of support. Staff told us *"I love my job here"* and *"It's a nice home to work in... we all help each other"*. They described the manager as *"very good, very understanding"*. The manager's office is in a central location overlooking the dining room. This allows people to access support easily and assists managers in overseeing day-to-day operations. People and family members feel confident their concerns would be listened to by the managers and RI. One person said, *"They're trying to keep a very high standard"*.

The service has a stable team of staff with a good mix of skills and experience. Managers maintain appropriate staffing levels and allocate extra staff to some shifts to support training and domestic duties. We observed staff anticipating people's needs well and providing support and assistance promptly when needed. People told us care staff generally respond quickly to call bells. People also enjoy quality time with care staff and managers, who are visible throughout the day. Managers are continuing to recruit new staff to bolster the existing team. Records confirm that staff go through an appropriate recruitment and vetting process before being employed. Disclosure and Barring Service (DBS) checks are also renewed every three years. Managers ensure care staff are registered with Social Care Wales within six months of employment. Staff complete a range of training and have opportunities to reflect on their performance during regular supervision meetings and annual appraisals.

The RI monitors the quality of the service effectively and is committed to making continuous improvements. People and their representatives know how to provide feedback about the service. The service receives many compliments and has a clear and accessible complaints policy. The manager and RI are considering how best to celebrate achievements and encourage people to make suggestions. The RI speaks to people during resident meetings and formal visits, enabling them to influence change. The RI completes reports following formal visits and reviews, which identify planned improvements and how these will be monitored and progressed, in line with the Regulations.

The service is being provided in line with its statement of purpose; a key document that sets out what the home aims to provide and how. Staff have access to informative policies and procedures, which support them to fulfil their roles effectively. These policies are kept under review to ensure they reflect current legislation and guidance.

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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