Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Sketty House Care Home

St. Camillus Care Homes, 244 Gower Road Sketty, Swansea, SA2 9JL

01792290565

https://biracarehomes.co.uk/sketty-house-care-home/

The inspection visit took place on 12/08/2026

Service Information:

Operated by:	St Camillus Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	35
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:

People living at Sketty House are able to achieve their well-being outcomes because they are supported to make choices, maintain important relationships and take part in a varied range of meaningful activities.

Care and support is good because care plans provide detailed guidance about people's needs, preferences and desired outcomes, and people have access to health professionals and safe support with their medicines. Some daily records did not consistently demonstrate that fluid monitoring, continence care and oral hygiene had been provided.

The environment at Sketty House is good because people live in a clean, comfortable and generally well-maintained environment. Safety checks, equipment servicing and infection prevention arrangements support their well-being, although parts of the older building remain in need of refurbishment.

Leadership and management is good because management are visible and supportive. Care staff

spoke positively about training, supervision and the culture of the service. Quality assurance processes are robust and provide effective monitoring of the service.

Findings:

Well-being — Good

People are supported to have choice and control over their day-to-day lives and receive care from staff who know them well. We observed positive and respectful interactions between people and care staff throughout the inspection. Care staff spoke with people in a friendly and familiar manner and demonstrated a good understanding of their individual needs and preferences. One person stated, *"I enjoy living here; the staff are amazing".* People have access to personalised care information which helps staff understand how they prefer to be supported and communicate. We found examples of care plans containing clear information about people's routines, preferences and the support that works best for them.

People are supported to maintain relationships and participate in activities that are meaningful to them. The service has invested considerable effort into enhancing well-being opportunities for people living at the home. We saw evidence of a varied programme of activities including themed events, social gatherings, walking groups and creative sessions. Care staff gave examples of supporting people to continue interests that were important to them, including reconnecting a person with a choir they previously attended.

People are protected from harm and abuse through safeguarding arrangements and risk management processes. Care staff spoken with during the inspection showed a detailed understanding of their safeguarding responsibilities. We found systems were in place to identify and manage risks to people's safety and welfare. Safeguarding concerns had been reported appropriately, and records demonstrated the service works with external agencies when concerns arise. Access to the home is controlled and measures are in place to help keep people safe.

The service has strengthened its key worker arrangements, promoting regular monitoring of people's well-being and helping to ensure effective communication with people and their representatives. People and, where appropriate, their representatives are invited to participate in care plan reviews and are kept informed of any significant changes to their care and support needs. The service is working towards the Welsh Language Active Offer. Care staff are undertaking Welsh language lessons to ensure they can fully support Welsh speaking people living at the service. Bilingual signage is also present throughout the home and Welsh holidays and culture are celebrated regularly.

Care & Support — Good

People receive care and support that is personalised and responsive to their individual needs. We reviewed a sample of personal plans and found they contain detailed information about people's health conditions, strengths, wishes, preferences and support needs. Care plans set out people's desired outcomes and include associated risk assessments to guide care staff in delivering care safely. We found that care plans and risk assessments are reviewed regularly and updated when people's needs change. Monthly review arrangements help ensure information remains current and relevant. Feedback received from family and representatives was consistently positive. One family member stated, *"all the staff are very good; we are always kept up to date".*

People benefit from care that promotes their health, safety and well-being. Records demonstrated people have access to health and social care professionals when required and specialist assessments are sought to support complex needs. We saw examples of risk management plans relating to mobility, nutrition, hydration, skin integrity, falls prevention and medication. Where people require specialist equipment or additional monitoring, guidance is available for care staff to follow. People informed us that care staff were *"helpful"* and *"attentive"*. One person stated, *"the care is very good here".*

People generally receive care and support that achieves positive outcomes; however, we identified some areas where recording practices require strengthening. Whilst care plans and risk assessments are detailed and routinely reviewed, we found inconsistencies in some daily care records. For some people, records relating to fluid monitoring, continence care and oral hygiene were not always completed consistently. This is an area for improvement and we expect the provider to take action.

People receive their medicines in a safe and person-centred manner from trained and competent staff. Medication support is tailored to individual needs and delivered in accordance with people's care plans, ensuring their preferences, abilities and levels of independence are recognised and respected. Records sampled demonstrated that medication risk assessments were in place and reviewed regularly, providing care staff with clear guidance on how people should be supported with their medicines. Medication Administration Records (MARs) were completed appropriately, providing assurance that medicines had been administered as prescribed. We found medicines were stored securely and appropriate arrangements were in place to maintain their safety and effectiveness, including regular temperature monitoring and recording. These systems helped ensure medicines were managed safely, whilst promoting people's health, well-being and individual outcomes.

Environment — Good

People live in an environment that is safe, comfortable and generally supports their well-being outcomes. The home provides a range of communal and private spaces where people can socialise, receive visitors or spend time independently. We found the environment was clean and well maintained, with suitable facilities and equipment available to meet people's needs. The provider continues to invest in improvements to the home and has undertaken refurbishment work in several areas since the previous inspection. Some communal bathrooms have been renovated, and flooring replacement works continue as part of an ongoing programme of improvements.

People benefit from an environment that supports their safety. We found that systems are in place to monitor and maintain the premises and equipment. Records showed regular servicing and maintenance of specialist equipment including hoists, lifts and beds. Gas safety certification, fire safety equipment servicing and other routine safety checks were completed and recorded appropriately. Personal Emergency Evacuation Plans (PEEPs) are available and reviewed regularly to help ensure people can be supported safely in the event of an emergency. Weekly maintenance walk-rounds are completed by the manager and maintenance staff to identify and address environmental issues.

People are protected from environmental hazards because there are effective health and safety arrangements in place. We saw cleaning products and substances hazardous to health are stored securely. Kitchen safety checks, food temperature monitoring and fridge temperature records are completed consistently, and the service holds a five-star food hygiene rating. We also found suitable arrangements for infection prevention and control, including dedicated laundry facilities and clear systems to separate clean and soiled items.
People have access to equipment and facilities that help them maintain their independence and well-being. Managers told us the provider continues to invest in equipment and environmental improvements to meet people’s changing needs. We found suitable equipment was available throughout the home and servicing arrangements were in place to ensure equipment remains safe and fit for purpose.

People's accommodation generally meets their needs and bedrooms can be personalised to reflect individual preferences. We found efforts had been made to improve communal areas and maintain the overall presentation of the service. However, some areas of the home continue to require refurbishment, including one upstairs bathroom which had been identified at a previous inspection. The provider has identified these areas and plans are in place for further improvement works. This is an area for improvement and we expect the provider to take action.
People's accommodation meets their needs and bedrooms are found to be personalised to reflect individual preferences. Renovations had been made to improve communal areas and maintain the overall presentation of the service

Leadership & Management — Good

People benefit from a service that has effective day-to-day management and oversight arrangements. The registered manager is visible within the service and care staff consistently spoke positively about the support they receive. Care staff described the manager as *"approachable"* and *"understanding".* One staff member stated, *"they really listen, and are always there to give support"*. We also found the Responsible Individual (RI) maintains a regular presence within the home and engages with staff and people living at the service. Care staff described the RI as *"supportive".*

People's well-being is supported by leaders who are committed to developing the service and improving outcomes. The manager told us there has been a particular focus on enhancing well-being opportunities and strengthening person-centred practices since the previous inspection. We saw evidence of ongoing quality improvement, including the development of the key worker role, increased opportunities for consultation with people and representatives, and continued investment in environmental improvements. The manager was recently recognised through the Together We Care Awards, receiving a Rising Star award for leadership.

People are supported by care staff who are generally well trained and receive appropriate support to carry out their roles. Staff described the training provided as good quality and told us they receive a mixture of face-to-face and online learning. Care staff also told us supervision provides a useful opportunity to discuss practice and share ideas.

Training records showed most mandatory training had been completed, with only a small number of gaps identified. The service has systems in place to monitor training compliance and obtain updates where required. Quality assurance arrangements are in place to monitor the service and identify areas for improvement. We reviewed a recent Quality of Care Review and found it included feedback from people, relatives and professionals and considered a range of areas relating to service delivery. The manager completes regular audits and monitors activities across the service. We saw evidence of routine maintenance checks, care plan reviews and other governance processes intended to support oversight of the service.

People benefit from a positive culture where staff feel supported and able to raise concerns. Care staff spoken with understood safeguarding and whistleblowing responsibilities and told us they would raise any concerns with management. Team meetings, supervision arrangements and informal discussions support communication across the service. Staff morale was described positively overall.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure that care and support are delivered in accordance with individuals' care plans and that records accurately reflect the care and support provided.	12/08/26
The provider must ensure that all repairs and maintenance issues affecting the premises and facilities are identified and addressed in a timely manner to maintain a safe, comfortable, and well-maintained environment for people using the service.	12/08/26

CIW has not issued any Priority action notices following this inspection.

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