Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Heathfield Lodge Ltd

Heathfield Lodge, 35 Heathfield, Swansea, SA1 6EJ

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www.ivolve.care

The inspection visit took place on 22/04/2026

Service Information:

Operated by:	Heathfield Lodge Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	16
Main language(s):	Welsh and 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	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Heathfield Lodge is a 16-bed care home in central Swansea for adults aged 18 and over who have behavioural and/or complex mental health needs. Wellbeing is excellent because people experience very high-quality well-being outcomes. They are supported by skilled, compassionate staff who know them well and promote independence, dignity, safety and quality of life.

Care and support is excellent because people receive very high-quality care and support that is consistently well planned, delivered and reviewed, enabling them to live well and achieve what matters to them.

The environment meets people's needs and supports positive well-being outcomes; while the building has some inherent limitations due to its age and layout, these are well managed and the provider continues to invest in improvements, ensuring the home remains safe and homely and shaped by people's views.

Leadership and management are highly effective, providing clear vision, strong governance, and a positive culture that consistently delivers high-quality care and support.

Findings:

Well-being — Excellent

People experience excellent well-being outcomes at the service because practice is consistently very strong and rooted in a person-centred, rights-based approach that supports people to live safely, maintain independence and achieve outcomes that matter to them. For example, one person had a long-term goal of becoming more independent and moving into supported living, and this has now been successfully achieved.

We observed warm, respectful and positive relationships between people and staff. Throughout the inspection, interactions were meaningful and relaxed, with staff engaging people with humour, patience and kindness. People told us they are happy living at the service and feel listened to and respected. One person said they *"really love living here"* and described staff as *"excellent and always helpful".*

People live healthily and safely and have a high level of choice and control over their day-to-day lives. Staff consistently encourage people to make decisions about their routines, activities, meals and personal preferences. Positive risk-taking is well embedded and supported through clear, detailed and regularly reviewed risk assessments, which promote independence rather than restrict it. Records are strengths-based and show people making progress and achieving outcomes that are meaningful to them. For example, one person was supported by staff to go on holiday to Disneyland. Family feedback stated, *"they keep them doing the activities they have always loved."*

People are supported to build and maintain positive relationships and to remain connected to their community. Records, observations and discussion show people are regularly supported to access community activities, such as visiting cafés, shopping, leisure activities and holidays. Staff support people to maintain family relationships where appropriate and encourage social interaction within the home and the wider community. For example, during the inspection a group of residents told us they were looking forward to a planned bus trip to a local café.

People's health and well-being needs are very well supported. Staff know people well and respond appropriately to changes in health needs. There is effective partnership working with health professionals, including physiotherapy and mental health services, to support people to maintain and improve their physical and emotional well-being.

People are safe and protected from abuse and neglect. There is a strong safeguarding culture within the service and staff demonstrated a clear understanding of safeguarding procedures and how to raise concerns. People told us they feel safe and know who to approach if they are worried. Information about complaints and advocacy is available, and people are supported to raise

concerns in ways that suit their communication needs. Safeguarding systems are robust and concerns are appropriately managed and reviewed.

The service provides a homely, welcoming environment where people feel comfortable and settled. Bedrooms and communal areas are personalised, well maintained and reflect people's preferences. People have been actively involved in decisions about décor and improvements to the environment, including choosing colours and artwork, which promotes ownership and pride in their home.

Care & Support — Excellent

People living in the service receive excellent care and support because care is consistently person-centred, well planned and effectively delivered, enabling people to achieve positive outcomes, maintain independence and feel safe, respected and listened to. Personal plans are detailed, strengths-based and outcome-focused, clearly setting out how staff should support people in line with their preferences, routines, communication needs and identified risks. Plans are reviewed regularly and updated to reflect changes in people's needs and aspirations. Case tracking demonstrated strong links between assessments, risk management, daily records and outcomes achieved. Discussions with staff confirmed that information in care plans is consistently reflected in day-to-day practice.

People are actively involved in planning and reviewing their care and support. Where appropriate, family members, representatives and advocacy services are involved to ensure people's views are understood and acted upon. Records and discussions showed people understand their care and feel confident contributing to decisions that affect their lives. People told us they feel listened to and supported by staff who know them well. Feedback from family members stated "All the staff are passionate and caring; They go above and beyond"

People benefit from balanced, nutritious meals and flexible mealtime arrangements, which support choice and personal preference. Lunchtime experiences observed during inspection were calm, social and positive.

Care is delivered by a skilled and knowledgeable staff team. Staff demonstrated a clear understanding of people's individual needs, including complex health, behavioural and communication needs. Where people experience distress or behaviours that may challenge, staff use positive behaviour support strategies and effective de-escalation techniques, safeguarding people's dignity and the well-being of others. Feedback from staff stated that *"it is a fantastic place to work"* and *"We are all very well supported".*

The service works closely with relevant health and social care professionals to ensure people receive timely and appropriate care. Records showed effective monitoring of health needs, good use of health passports and clear follow-up of professional advice. People are supported to attend appointments and access therapies that promote physical and emotional well-being, including physiotherapy and mental health support where required.

There are robust safeguarding and legal frameworks in place to protect people. Staff demonstrated a clear understanding of safeguarding responsibilities and how to raise concerns. Where people lack capacity in specific areas, appropriate deprivation of liberty safeguards and best-interest processes are understood and applied, ensuring people's rights are protected.

People’s medication is managed safely and effectively. Improvements identified at the previous inspection are fully embedded. Daily checks, clear procedures and strong management oversight support safe practice and ongoing staff learning. Medication is administered in a person-centred way, promoting choice and independence where appropriate. Records confirmed accurate administration and regular auditing.

Environment — Good

People live in an environment that supports their well-being outcomes and safety. The accommodation is welcoming, well maintained and reflects people's preferences, enabling people to feel settled and comfortable in their home. Bedrooms and communal areas are tidy, well-presented and personalised to reflect people's interests and tastes. People have been involved in decisions about décor and improvements within the home, including choosing colours and artwork for communal areas. This involvement promotes a sense of ownership and pride in their living environment. Bedrooms visited during the inspection were personalised and equipped with en-suite facilities, supporting people's privacy and dignity. Feedback from people during the inspection stated, *"I love all the new colours."*

Communal spaces are well used and support a range of activities, social interaction and quieter time as chosen by people. The layout of the home enables people to move around safely and independently, with appropriate equipment available to support people's individual needs. People told us they feel comfortable and relaxed in the environment and enjoy spending time in shared areas. Feedback from representatives shared, *"The service provides a supportive and structured environment".*

The provider has effective systems in place to manage health and safety risks. Maintenance arrangements ensure that the premises and equipment are kept in safe working order. Records confirmed routine servicing and checks of essential systems and equipment. Staff are knowledgeable about safety procedures and demonstrated confidence in responding to potential risks. Entry to and exit from the home is appropriately controlled to ensure people's safety without being restrictive. Fire safety arrangements are robust. Personal emergency evacuation plans are in place, and staff are trained and familiar with emergency procedures.

The environment continues to undergo planned improvement and refurbishment. Works completed to date have had a positive impact on the appearance and comfort of shared spaces, with further improvements planned. Where minor environmental issues were identified, these were recognised promptly by management and action plans were in place, demonstrating effective oversight and a commitment to continuous improvement.

Domestic arrangements are well organised. Cleaning and laundry systems support infection prevention and control and ensure the home remains clean and hygienic. Kitchen and dining facilities support people's nutritional needs and mealtime experiences, contributing positively to well-being.

Leadership & Management — Excellent

People experience excellent outcomes because the service is led by a committed and visible management team with effective systems for governance, oversight and continuous improvement. Leadership is compassionate, inclusive and focused on achieving positive outcomes for people.

The manager and Responsible Individual (RI) are accessible, approachable and actively involved in the day-to-day running of the service. They know people well and were observed engaging positively with people and staff throughout the inspection. Staff told us they feel supported and valued and described the leadership as open and responsive. One staff member explained that the service works well *"because of the love and attention the management give to staff and service users".*

There is a strong positive culture within the service. Leaders promote trust, openness and respect, and staff feel confident raising concerns or sharing ideas. People and staff are encouraged to provide feedback, and leaders demonstrate that concerns and suggestions are listened to and acted upon promptly. This contributes to a settled service where people feel safe, supported and confident in those leading their care. Feedback from staff members stataed, *"Management are there for you when you need guidance and support."*

The provider has effective governance and quality assurance arrangements in place. Regular audits, RI visits and quality reviews are completed to monitor the safety and quality of care. These provide meaningful oversight and are used to identify strengths, address issues and drive improvement. Where recommendations were made at the previous inspection, these have been implemented and embedded, demonstrating a strong capacity and commitment to learn and improve. Policies and procedures are comprehensive and aligned with current legislation and guidance. The Statement of Purpose (SOP) reflects the service provided and was consistent with inspection findings. Information about the service is accurate and accessible to people, families and professionals, supporting transparency and confidence in the service.

Staff are well recruited, trained and supported. Recruitment processes are robust and ensure staff are suitable and competent. Staff receive regular supervision and annual appraisal, providing opportunities for reflection, support and development. Training and development are prioritised to ensure staff have the skills and knowledge needed to meet people's needs, including safeguarding, medication management and positive behaviour support. Leaders monitor training closely and act promptly where gaps are identified. One staff member informed us that, "*It is a fantastic place to work and they encourage learning and progression."*

Staffing levels are appropriate and are reviewed to ensure people receive care and support in line

with their assessed needs. The service benefits from a stable staff team, which promotes continuity of care and strong relationships between people and staff.

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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