



## Heathfield Lodge Ltd



Heathfield Lodge, 35 Heathfield, Swansea, SA1 6EJ



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[www.fieldbay.co.uk](http://www.fieldbay.co.uk)

**Date(s) of inspection visit(s):** The inspection visits for this service took place between 19/09/2025 and 25/09/2025

### 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 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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Excellent**

## Summary:

Heathfield Lodge Ltd is a residential care home and part of the Ivolve Group providing specialist care and support to up to 16 adults with complex mental health needs

People have excellent well-being outcomes as they lead active, fulfilling lives supported by highly skilled and dedicated staff who know them very well. People's voices are consistently heard and respected by highly creative staff who ensure they contribute to and are fully part of the local community.

Care and support is good as care planning documentation is strength-based and outcome focussed placing people at the heart of the service. High importance is placed on ensuring people's health and wellbeing is promoted by highly skilled staff who maintain strong links with other professionals.

The environment is good providing people with various internal and external space in which to thrive. There is clear ongoing significant investment into the home for the benefit of people.

The leadership and management are excellent as leaders are value-based and highly visible, ensuring there is a very strong positive, respectful and inclusive culture in the service. Leaders

drive continuous, highly effective and sustainable improvements through outstanding quality assurance processes and maintaining high numbers of extremely skilled staff in the service.

## Findings:



### Well-being

**Excellent**

People have control over their day-to-day lives. They are involved in making daily decisions that affect them, ensuring their voices are consistently heard and respected. We saw staff supporting people choosing where to spend their time and where to go that day and following days. There are very frequent opportunities for people to connect with family and friends. People contribute to and are fully part of the local community, regularly visiting local amenities. Staff are highly creative and able to facilitate both internal and external opportunities based on people's likes and interests. One individual was very much looking forward to a seaside holiday supported by staff the following week. Another was hoping to have a holiday abroad later in the year. The service has recently recruited a new staff member to review, consult and implement activities based on people's feedback. These are varied and extensive including both group and individual activities such as music therapy, pampering days, hydrotherapy and a wide range of trips out. The service has three minibuses which are used daily. We spoke to a group of people going out to a seaside café for breakfast which they said was a regular event and really enjoyed.

People are supported to maintain their physical and mental health and emotional well-being. The service places great importance on maintaining very strong links with external health and social care professionals. One visiting professional said, *"it's a very good home, we work in partnership"*. People's well-being and safety is always prioritised by identifying and managing potential risks. Personal plans link directly with risk management plans around key areas such as maintaining oral health, mental wellbeing and skin integrity. People's right to make their own choices and take informed personal risks is promoted by a highly positive can-do culture led by the management team in the service. Staff have extensive knowledge of people and any risks to them or others. There are clear and comprehensive safeguarding and whistleblowing policies and procedures in place. Staff demonstrated extensive knowledge and understanding of these.

People achieve excellent outcomes because they live in a personalised environment, where they feel a strong sense of ownership and safety. There are very strong support systems to ensure any risks are promptly identified and addressed. People told us they feel very much at home at the service and there is a real sense of community. People and staff are involved in regular social gatherings, cultural events and a range of celebratory events. There is highly effective communication in the service led by managers who are very much involved in the day to day running of the service. There is low staff turnover and staff really care about people and know them very well.





## Care & Support

Good

People's health and wellbeing is an integral part of the service and actively encouraged by staff in partnership with relatives and health and social care professionals. The service uses an effective and well-maintained electronic care management system for storing all care records. This provides easy and up to date access to records for staff. Personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. People's personal plans consistently include their preferences, routines, health, history and relevant family contacts. Risk assessments link to personal plans and provide clear risk management information and strategies protecting both staff and people. The service is currently developing better systems to track and record the outcomes people achieve.

High importance is placed on ensuring peoples' health is promoted, improved and/or maintained. The service provider maintains strong, established links with local mental health, health and social care services. One visiting professional said, *"I enjoy coming here, staff are very good"* another told us *"staff are highly accessible and extremely helpful"*. The service encourages people to eat healthily and drink regularly which they monitor closely. Menus are nutritious, varied, based on peoples likes and reflect the changing seasons. Specialist diets are routinely catered for.

People are supported by highly skilled staff with excellent understanding of their individual needs. Care workers provide care in line with people's needs and preferences. This could be more structured and routine for some or more flexible and changeable for others. Where people exhibit behaviours that may challenge other people, staff regularly review behaviour support approaches in collaboration with each other and relevant professionals. The service has access to internal health and social care professionals who provide ongoing clinical advice and support. Staff are also very good at distraction techniques and minimising upset and conflict between people with a wide range of complex needs. These are supported in clear risk assessment and personal plans.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Medication is consistently stored as required to ensure its efficacy and safety. We saw good staff training in relation to medication. Due to previous medication errors the manager has introduced new safeguarding measures. This includes daily audits, more regular competency checks and more intensive staff supervision. This has made significant improvements with no errors identified. Staff demonstrate a good knowledge of medication and follow good practice guidelines.



## Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The home is in an elevated position with lovely views of Swansea Bay. There is also good access to the local community and a range of amenities. People are very comfortable in their surroundings having access to good, well maintained internal and external space. Both internal and external areas provide good accessibility to people. People said, *“the home is lovely”* and *“I enjoy being here”*. A relative said *“really happy, it’s a lovely place”*. A visiting professional told us *“the environment has consistently been calm, well maintained contributing to a positive and therapeutic atmosphere”*. We saw people enjoying the communal space on all floors of the building. It holds a real charm and character as an older building with varying size and shape of bedrooms. All are a good size and with ensuite facilities. Bedrooms are personalised reflecting the interests of the person.

We saw the provider continues to invest in the service, recently upgrading the decoration and replacing fire doors throughout the building. There is good quality enclosed and secure outdoor space at the rear of the building which is used in the warmer months for outdoor celebrations and barbecues. There is also a covered smoking area for people to use. There is good off-road parking at the front of the property for visitors and the three minibuses attached to the service. At the time of the inspection there was no bi-lingual signage in the building. We have been assured this will be prioritised and addressed by the provider.

The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people’s needs. The service has access to a full-time maintenance officer based at the service who ensures the premises is maintained to a high standard. The premises is kept clean and hygienic by a team of domestic staff who also manage the well-maintained laundry area. This ensures people are protected as much as possible from the risk of infection. Food hygiene practices are appropriate with the service having been awarded a Food Standard Agency Score of 5 (Very Good). The management team oversee effective health and safety systems that reduce and mitigate risks. Security arrangements are in place to protect people without compromising their rights, privacy and dignity.



People have high levels of confidence in the service provider because leaders ensure there is a very strong positive, respectful and inclusive culture. We saw a very accessible and highly effective leadership and management team in place. They always made themselves available to people, staff and visiting professionals. We found leaders drive a culture of wanting to make a positive difference to people's lives. Staff are recruited with very strong values, where difference in people is celebrated. We saw cultural events and special occasions are key events and looked forward to by both people and staff. The service feels like one large happy family, where everyone is always made to feel welcome and has a positive contribution to make to the home. People told us *"I love living here"* and *"the managers and staff are great"*. We spoke to several staff, comments include *"managers are really good"* and *"they are very supportive"*. Comments from visiting professionals include *"I have found the managers to be consistently professional, approachable and supportive"* and *"staff are highly accessible and extremely helpful throughout all interactions"*.

Leaders engage professionals, staff and people in quality assurance processes, valuing their feedback to drive continuous, highly effective and sustainable improvements. There is a highly experienced member of the senior management covering the Responsible Individual (RI) role and responsibilities. We saw a wide range of comprehensive audits and tools implemented and overseen by both the Acting RI and manager. These include extensive audits of the environment; care documentation and the care and support being provided. Thus, ensuring a high-quality service to people continues. The Acting RI visits the service regularly, providing extensive ongoing support to the manager. They are very accessible to people, professionals, staff and relatives and place great importance on feedback. This informs quarterly reports and biannual quality of care reviews to drive continuous improvements in the service.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled, supported and knowledgeable staff are always in the service. We saw the provider regularly checks and adjusts the staffing levels and skills mix to keep up with the complex changing needs of people. The service provider has strict selection and vetting processes. There are comprehensive support systems in place to promote and maintain staff wellbeing and professional development. These include daily communication, team meetings, regular supervision and annual appraisals. The provider ensures regular training is based on the needs of people. Staff are encouraged to develop in their careers and have access to continuous learning and further development opportunities.

## 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.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

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