



Cwrt-Clwydi-Gwyn Care Home



Cwrt Clwydi Gwyn Care Home, New Road Skewen, Neath, SA10 6YA



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<https://www.hc-one.co.uk>

The inspection visits for this service took place between 28/04/2026 and 01/05/2026

Service Information:

Operated by:	HC-One Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	42
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cwrt-Clwydi-Gwyn Care Home is within walking distance of Skewen village and all its amenities. People are very happy at the home, where they experience an excellent quality of life. Care staff foster a strong sense of belonging, supporting people to have a voice, maintain relationships and celebrate achievements. People's well-being is also enhanced through meaningful activities and strong community connections.

People receive a very good standard of person-centred care. Care staff understand how to safely manage risks and work collaboratively with professionals to promote people's health and well-being. Medication is safely managed and appropriate infection control measures are in place.

The environment is maintained to a good overall standard. It is comfortable and personalised, with effective systems for undertaking repairs and safety checks. People have access to pleasant outdoor space. They are also benefitting from ongoing improvements and are involved in design

choices.

The service is managed well. People and their families have trust in the management team, who promote a positive, open and supportive culture. Staff feel valued in their roles and are committed to delivering high-quality care. Robust systems are in place to monitor service quality, support staff development and maintain safe staffing arrangements. The Responsible Individual (RI) oversees the running of the home, identifying and promoting continuous improvement.

Findings:



Well-being

Excellent

People feel content at Cwrt-Clwydi-Gwyn, where staff collectively prioritise their safety and well-being. We observed people being treated with the highest level of dignity and respect. Care staff understand how to keep people safe while also meeting their physical and emotional needs. Individual risk assessments are kept under review and updated as people's needs change. There are clear procedures in place for managing and recording incidents and safeguarding concerns. Managers work effectively with the relevant agencies and professionals to promote people's health and minimise risks to their safety and well-being. Care staff are strong advocates for the people they support and consistently uphold their rights. Deprivation of Liberty Safeguards (DoLS) procedures ensure any restrictions people face are lawful and applied in their best interests.

The service celebrates people for who they are. Care staff make exceptional effort to help people stay connected with loved ones and to reestablish important relationships. This has had a profound impact on people's emotional well-being. One staff member said, *"I think care here is amazing; [we're] just a little family really"*. This sense of belonging is further promoted through annual award ceremonies, which celebrate personal characteristics and achievements, making them especially meaningful. Some people have also been appointed champions for activities that are central to home life, giving them a sense of purpose and accomplishment. Personal plans are developed and reviewed with input from people and their representatives. This helps ensure the care people receive is effective in supporting them to achieve their goals. One person told us, *"I think I owe this place a lot. They took me in and I am now approaching life differently"*. Regular resident and relative meetings give people a strong voice and influence over key decisions.

People live in homely accommodation that supports their daily activities. There are spacious communal areas where people can relax and socialise with others. People are satisfied with the facilities in their bedrooms, which are personalised to reflect their needs and interests. The two gardens are generally well-presented, encouraging people to enjoy the outdoors. People have a say in planned environmental upgrades. While some areas would benefit from updating, including the addition of more dementia-friendly features, an extensive refresh is underway to address this.

The service has established strong links with the community and offers a wide range of meaningful activities. People are encouraged and supported to fulfil their wishes, creating memorable experiences for them and their loved ones. People enjoy many indoor activities, including cooking, pet therapy and entertainment from a variety of performers. Staff plan activities based on what people find particularly fun and engaging. Outings to the church, pub and community centre are arranged using a minibus or taxi service. Community groups are also welcomed into the home, offering valuable opportunities for people to connect with others, including toddlers, schoolchildren,

churches and charities. Staffing arrangements are being adjusted to further support activity planning.



Care & Support

Good

People receive a consistently good standard of care and support which helps them stay healthy. Care staff are attentive to people's needs and make appropriate referrals to medical and specialist services when required. We saw that clear records are maintained in respect of any medical advice or guidance. Relatives spoke positively about the care provided to their loved ones. They said, *"They are really good with XX's health; they refer to the GP whenever XX needs"* and *"They always tell us about any kinds of changes... we've got no worries or concerns"*. Care staff closely monitor people's health and share updates effectively through handovers and daily 'flash' meetings. The senior team carry out regular audits, so any health or practice issues can be addressed quickly. Personal plans are updated promptly when needs change, and care staff understand these well.

The service caters for people's dietary needs and preferences. People are encouraged to drink regularly, choose from a variety of meals and are offered snacks throughout the day. Care staff ensure people receive any specialist diets, as recommended by dietetic and Speech and Language Therapy (SALT) services. People's weight and dietary intake are monitored in line with personal plans, and records show they consistently receive their prescribed nutritional supplements. People appeared to enjoy eating together in the well-presented dining areas. They told us, *"The food is very good; award-winning some would say"* and *"Dinner this afternoon was lovely; I had a delicious chicken meal and then ice cream... We have a wonderful cook... everything is cooked from fresh."*

The service manages medication safely. Medicines are stored neatly, securely and at suitable temperatures. An electronic system is used to record when medication is given and provides alerts when doses are due. The management team review this system each shift to ensure medicines are given on time. Stock levels are automatically tracked, giving staff time to reorder medicines when needed. We found stock levels to be consistent with recorded balances. Records confirm that staff complete medication training and have annual competency assessments. Clear procedures are in place to investigate and learn from any medication-related errors. The service achieved a high score in its latest internal audit, showing that medicines are being managed in line with company policy and national guidelines. This is consistent with our observations during the inspection.

The service has worked with environmental health officers to strengthen standards of hygiene and infection control. The manager confirmed that improvements have been made following the food hygiene rating of 3 (generally satisfactory), awarded in June 2024. Records show that staff complete infection control training and have hand hygiene competency checks. We saw staff using personal protective equipment (PPE) appropriately. The management team monitor cleanliness and infection control practices during daily walkarounds. Overall, we observed the home to be clean and hygienic, although the planned upgrades to bathroom facilities and flooring will enhance infection control measures further.



Environment

Good

The accommodation is bright, spacious and has a welcoming, homely feel. Communal areas are comfortable and well-equipped, with leisure items available, such as books and board games. We saw people relaxing in lounges, watching television, playing games with care staff and engaging in their own activities. Corridors are wide and designed to help people move around freely and safely. The décor has various points of interest, including period features, artwork linked to the local area, a Welsh-themed display and photographs of residents and staff. A noticeboard also keeps people informed about upcoming meetings and events. The location and design of bedrooms reflect people's needs and preferences and are adjusted as necessary. People are involved in choosing paint colours and furnishings as their bedrooms undergo redecoration. There is a bar room on the ground floor, which is regularly used for private parties and community events.

The provider has invested in improving the environment, with a refresh of the facilities and accommodation underway. This will involve converting unused rooms into practical storage areas, introducing a functioning kitchen on the first floor and creating a family room with designated space for sensory-based activity. The company's dementia team has assessed the environment and contributed to the redesign of communal areas, ensuring they are more stimulating and incorporate dementia-friendly features that support orientation. Other upgrades will include refurbishing bathroom facilities, installing media walls in lounge areas and replacing worn furniture and flooring. A nail bar will also be created. People have chosen colour schemes for the refresh and they, and their relatives, have been invited to suggest a name for each unit once the work is complete.

The home is well-maintained, with two maintenance officers carrying out regular safety checks and repairs. Staff can easily report issues, which are dealt with quickly. Records confirm that equipment and utilities are inspected within recommended timescales, and external companies complete fire and legionella risk assessments. The service acts upon recommendations, completing any necessary remedial works. Emergency evacuation plans and essential kit are easy to access, and staff regularly take part in fire training and drills. The home has recently benefitted from a new lift and double-glazed windows throughout the building. There are also plans to introduce CCTV in external areas to enhance security.

Outdoor areas are well-tended and accessible. The front garden offers ample seating and has some attractive features, including flowerpots and decorative items. We were told that relatives contribute to its upkeep to ensure it remains an inviting space. We saw photographs of people enjoying various activities in this area. Some people have also helped develop the side garden, adding furniture, plants and ornaments to make the space their own. The manager plans to extend the area currently in use, so there is more space for relaxation and gardening.



Leadership & Management

Good

There are very effective leadership and management arrangements in place to support the smooth running of the home. The manager oversees day-to-day operations with the support of an experienced deputy and senior team. The team is proud of the positive culture within the service and the strong relationships with people and their families. Members of the management team told us, *“Our residents are everything to us”* and *“We have an open-door policy and families know they can come in and talk to us”*. Managers benefit from shared learning across the organisation, including visits to other homes to exchange good practice. The quality of the service is regularly assessed by the RI, an area director and quality team. Internal audit reports show that people have consistently positive experiences. However, the RI must plan formal visits more carefully to ensure they take place at least quarterly. The service operates in line with its written guide and statement of purpose, which clearly set out its aims and how these will be achieved.

There is a strong sense of teamwork and good morale among staff. Staff find their roles enjoyable and rewarding, with comments such as *“I do love it here”* and *“It can be stressful but at the same time rewarding”*. Staff feel valued as the manager is understanding of their individual circumstances and committed to working flexibly with them. There is a culture of mutual respect, with appreciation shown for hard work and kind gestures. Staff regularly meet with the management team to reflect on their practice and explore their training and development needs. Staff described managers as *“very supportive”* and *“ready to listen... if anything is happening, then they’re really on it”*. There are effective systems in place to ensure staff complete the required training, receive regular supervision and have annual ‘growth conversations’. Staff spoke positively about the quality of their training; however, they felt their skills could be further enhanced through more interactive dementia training. The service is rolling out a comprehensive suite of dementia training which will support this.

The service recruits staff safely and keeps staffing levels under review. Records confirm that all the required recruitment checks are completed before staff are appointed. Disclosure and Barring Service (DBS) checks are also renewed at three-yearly intervals. Managers track staff’s registration with Social Care Wales and support them to complete recognised care qualifications. The service maintains appropriate staffing numbers to ensure people receive timely care and support. We observed staff to be visible throughout communal areas and available to assist people when needed. They also responded promptly to call bells. Staffing arrangements are being revised to strengthen procedures at night, which will include the introduction of a twilight shift.

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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