Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Ty Victoria Nursing Homes

97 Victoria Road, Waunarlwydd, Swansea, SA5 4TB

01792 874306

Date(s) of inspection visit(s): 19/08/2025, 20/08/2025, 26/08/2025

Service Information:

Operated by:	Aura Care Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	22
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Ty Victoria Nursing Home is a care home service for adults in Waunarlwydd, north of Swansea town centre which is a short distance from local shops and facilities. The home is a three-storey property with accommodation for up to 22 people. There is a Responsible Individual (RI) who has a presence within the service and a manager who is registered with Social Care Wales (SCW). Care workers are supported formally during supervision and informally through day-to-day discussions. People and their relatives are satisfied with the care and support provided at the service. They live in a welcoming and homely environment which is warm, clean, and suitable to meet their needs.

At this inspection we found improvements had been made to the environment with the ground floor bathroom shower area being improved to ensure people's safety. People experience good wellbeing outcomes because of the care and support they receive. People identified as being at risk of skin integrity issues have monitoring in place. Leadership and management of the service is good because the care staff ensure people achieve good outcomes.

Findings:

Well-being — Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. People told us they were satisfied with the support they received from Ty Victoria Nursing Home and were supported with making day to day decisions. We observed people being supported in a kind and sincere way and people told us care workers are very good at their jobs and "*the staff are very kind and caring."* People are mostly enabled to achieve outcomes identified together with their care workers. The service is working towards the Welsh Language Active Offer. Cultural and religious celebrations such as St David's Day and Easter are recognised and celebrated, and Welsh-themed activities are integrated into the service.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are effective mechanisms in place to ensure every voice is heard and respected. There are good support systems to ensure any risks are promptly identified and addressed. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly.

People are supported to develop and sustain positive relationships within their community and with family, friends, and important people in their lives as far as possible. Care workers support this by valuing these relationships and the importance they hold in people's lives. One family member commented *"The staff contact me promptly when there is anything I need to know about regarding mum's care."*

People have access to equipment and technology required to achieve their well-being outcomes. The service facilitates regular contact with people's families by ensuring people can keep in touch with their family/friends using electronic media such as 'Facetime' and other electronic forms of communication.

People live in accommodation which meets their needs. The provider prioritises people's well-being when evaluating whether the accommodation meets their needs. The service provider ensures pre-admission assessments are completed in a timely manner taking into account people's wants and needs.

Care & Support — Good

Most people receive consistently good quality care because the provider thoroughly assesses their needs and personal outcomes, as well as the impact on people currently accessing the service, before agreeing to provide the service. They are well supported evidenced in personal plans and risk assessments which reflect their needs. A sample of personal plans viewed contain detailed information regarding personal interests, likes and dislikes. People told us, and we saw personal plans are developed following discussions with people and their family. One family member told us "*I am very involved in my (relatives) care and am kept up to date if there are any changes."* Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Recording of food and fluid intake in daily records need to be strengthened. Referrals for advice and professional help regarding health services are sought as needed. A visiting professional confirmed this "*They are pro-active in working with other agencies."*

People are supported to maintain their physical and mental health, and emotional well-being. People are appropriately supported to engage in and participate in various activities that foster happiness and health. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities including going out for a coffee, ball games, armchair aerobics going out for a pub meal, walk to the community centre and bingo. We discussed with the manager the need to ensure a list of activities is displayed prominently and there is a plan for activities to guide staff.

People are kept safe from harm and abuse, ensuring all legal requirements are met. Policies and procedures have been reviewed to make sure they are up to date. We discussed with the manager the need to strengthen the oversight of safeguarding referrals and records. Care workers are aware there are policies in place to guide them and are supported by management.

People's medications are stored and mostly administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. Records showed some missing information and signatures on Medication Administration Records (MARs) which were discussed with the manager. There are safe procedures for accepting incoming, returning, and administering medication. Fully trained care workers administer people's medication, and their competency is checked on an annual basis. Audits are completed to ensure consistency of practice and good standards are maintained. There is a medication policy in place which is reviewed regularly.

Environment

Good

Ty Victoria Nursing Home is a comfortable and informal environment which is personalised to meet the needs and preferences of the people living there. On the day of the inspection, we found the home to be calm and relaxing. Bedrooms are decorated according to personal tastes and include personal items that support emotional regulation. People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The manager told us the service has a maintenance worker employed. The service is mostly clutter free. Records show systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings, and action is taken to address issues as they arise.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety and fire safety. The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. However, we discussed with the manager the need to ensure the system for checks of maintenance and health, and safety are strengthened to ensure they are robust. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. People access the home through a securely locked door and visitors must sign in and provide identification prior to entry.

The storage of materials subject to the control of substances hazardous to health (COSHH) regulations is not sufficient. We found that materials used for cleaning were stored in an inappropriate place. We discussed this with the manager who immediately locked this once identified. However, we also discussed the need to ensure a suitable secure place is found for future storage which was agreed with the manager.

Outdoor spaces and facilities are safe and accessible, with tables, seating and raised planters in place. The manager told us that the maintenance officer has a plan in place to refresh the painting of these areas and renew the planting in the raised beds. People are supported to spend time outside in the warmer weather and they have access to community spaces and the local community centre.

Policy, procedure, and application of hygienic practices are in place to reduce risks of cross infection. Care workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). We saw care workers wearing appropriate PPE and following correct procedures when required.

Leadership & Management — Good

The service provider has ensured there are systems for governance and oversight of the service in place. Systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes are established. The service is provided in line with the objectives of the Statement of Purpose (SOP) and Guide to the Service, which are regularly reviewed. We discussed with the manager the need to further strengthen the Guide to the Service by making the document an 'easy read' document. Care staff told us they feel valued and well-supported.

There are effective systems to monitor the quality of the service they receive. The RI completes a bi-annual quality of care review which we viewed and found to be consistently good and as required by regulatory requirement. Records show the RI visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and staff. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered. We discussed with the manager the need to ensure the implementation of the quality assurance policy is strengthened to include explicit detail of audits to be completed, by whom and the frequency.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes.

Safe staff recruitment pre-employment checks are completed prior to employment commencing. All care workers are either registered with Social Care Wales or are in the process of registering. Supporting and developing staff with supervision, appraisal and training is in place. Care workers told us they feel valued and supported by the manager. Training compliance is on the whole good, with any gaps identified and training scheduled. Records showed and the RI informed us that the service provider prioritises staff development through "*advanced training and wellbeing initiatives to ensure high-quality, compassionate care."* There are enough staff on duty to safely support and care for people. Records show overall, there is a stable and consistent team in place with a mixture of experienced and new staff available, and this was seen during our inspection.

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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