



Heritage Healthcare Swansea



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www.heritagehealthcare.co.uk/swansea

Date(s) of inspection visit(s):

23/06/2025, 24/06/2025, 24/06/2025,
24/06/2025

Service Information:

Operated by:	Jameela Healthcare PVT Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	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

Excellent



Leadership & Management

Excellent

Summary:

Heritage Healthcare Swansea is a domiciliary support service that operates from office premises in Llansamlet, Swansea. The service provides care and support to people living in their own homes in the West Glamorgan area. The Responsible Individual (RI) and manager run the service with diligence and skill. It has grown significantly since the last inspection, although every effort has been made to maintain the highest of standards.

People consistently experience high quality care and support from staff who have an excellent understanding of their individual needs and preferences. The service holds and promotes community events that help develop social connections. People's well-being is at the forefront of decision-making, with managers constantly looking for new ways to give people rewarding experiences. Leaders are visible role models who strive for excellence in all aspects of the service. They truly value the workforce and promote a supportive, respectful and inclusive culture.

Findings:



Well-being

Excellent

People receive exemplary care from highly skilled staff. Care staff ensure people feel safe and at ease when providing personal care. The service's electronic call monitoring system prompts them to complete all essential tasks during calls. The feedback we received about the service was, without exception, of the highest level. People said, *"They're absolutely marvellous"* and *"We're very lucky, they've been wonderful so far. We're not just a number"*. People are appreciative of the small gifts they receive to mark birthdays and Valentine's Day. Managers have reinforced a positive culture around continuous learning, so care staff have the knowledge and skills to provide the best possible care. A professional told us the service is *"always willing to go the extra mile"*.

The service actively promotes people's health and safety. People receive a safe, reliable service because care calls are meticulously planned. Managers communicate any changes to people's care and support arrangements effectively. The service has secured specialist equipment and training to better support people who experience falls at home. Care staff understand safeguarding procedures and report any concerns about people's welfare to managers. Where appropriate, managers escalate concerns to the relevant agencies and professionals, keeping people and their representatives fully updated. A staff member said, *"I feel that I can talk freely with my colleagues and openly discuss any concerns that may arise"*. Staff are safely recruited and supported to register with Social Care Wales.

The service creates opportunities for people to keep occupied and build social connections. Care staff support people to do things they find meaningful. Managers also organise various events for people to take part in, such as charity fundraisers and parties. The service has a diverse workforce, and cultural traditions are recognised and celebrated. The staff team is motivated and content, which impacts positively on relationships. People and their family members told us *"I've never been so spoilt with this lot"* and *"I don't know where they're getting their staff from but it's working"*. Staff also reported *"Heritage Healthcare Swansea has become a big part of my life"* and *"It's honestly the best company"*.

People are actively encouraged to build on their strengths. Care is designed and adapted to help people achieve their desired goals. The manager and RI track people's progress during regular reviews and find ways of encouraging people to try new things. People's achievements include spending time outdoors, meeting up with friends socially and improving communication levels. Milestones are celebrated in photo albums and on display boards, which act as motivation to care staff when they attend the office.



People receive exceptional care and support from a staff team that engages meaningfully with them. Managers complete comprehensive assessments to ensure the service can cater for people's needs and wishes. These inform the development of personal plans, which include valuable information about who people are and what matters to them most. Care staff respond to people's verbal and non-verbal cues with confidence and understanding. We saw many interactions where care staff put people at ease and brought them comfort and joy. One person told us *"I've got to say, I just cannot fault them. They've been absolutely outstanding from day one"*. The service has created staff profiles as a means of introducing people to the staff team.

People's care is scheduled and delivered at the right time. The office team coordinate calls with skill, considering carefully people's needs and staff well-being. Call schedules align with personal plans and commissioned timetables of care. Office staff track the delivery of care calls closely and notify people of any changes. People told us *"You never feel rushed"* and *"They always attend when expected and if there are unforeseen circumstances, they'll phone to let us know"*. Care staff are given enough time to safely travel between calls, and a pool car is available should they need it. Care staff are dedicated to their roles; they are eager and willing to cover any staff absence to keep the service running smoothly. Office-based team members are also available to step in if needed.

There are clear guidelines for care staff to follow to help people stay healthy. Care staff routinely review notes from previous care calls to keep up to date with how people are. Managers audit these care recordings every month to help identify and address any issues. People told us care staff recognise the slightest change to their health and act upon this immediately. One person said, *"The way they support is totally professional; they do it with warmth and compassion and fully understand what my needs are"*. Managers refer concerns to medical and specialist services promptly when needed. A professional recently complimented the service as follows: *"I feel uplifted when I hear Heritage is the designated agency... Communication has always been key both ways"*.

People receive medication in a person-centred way. Medication assessments and plans acknowledge people's wishes and individual strengths. We saw care staff administer medication in a safe way and maintain appropriate records. These are audited by managers every month. All staff undergo training and competency assessments with the Local Health Board's Medicines Management Team. A small group of staff has received additional training to enable them to carry out annual competency assessments for staff who administer medication.



The manager and RI are held in the highest regard. They are actively involved in day-to-day operations and their approach to work motivates and inspires others. People and staff spoke admirably about their leadership qualities. One person told us the manager *“instantly came across as a kind and caring person... can approach her with anything and I’m confident she’d sort it”*. Another person said, *“I’ve met the owner and she’s lovely too”*. The RI has recently achieved an ‘Influential Women in Business’ award. The manager and RI monitor service standards closely through exceptionally well organised systems of audit. The RI considers feedback from people, their representatives and other stakeholders when planning developments. Managers are regularly engaging with linked professionals in efforts to widen the scope of feedback obtained.

Staff well-being is a high priority. In addition to quarterly supervision meetings and annual appraisals, the manager and RI carry out staff well-being checks every month. We found staff morale to be excellent. Care staff are happy in their roles and appreciative of the opportunities and experiences their work offers. Feedback includes *“Heritage is a fabulous place to work”* and *“It’s how supportive they are that makes them stand out from the rest. If there’s anything, personal or otherwise, they’ll support you with it”*. Care staff have access to clear and current policies and procedures to support their practice. Some policies are being amended to ensure they fully align with Welsh legislation.

The provider has developed strong links with others in the sector. The manager and RI attend forums and events to share learning and best practice with other care providers and agencies. The RI is committed to ensuring people experience seamless care in the community and keeps the aims and objectives of the service under review. The service is currently consulting with the Local Authority about providing a supported living service that offers respite care. A professional confirmed that managers keep them informed and supply information quickly when asked.

Managers are fully committed to developing the skills of staff at all levels and recognising and celebrating their achievements. The manager and RI spoke proudly about seeing care staff blossom in their roles. Care staff told us the skills they have gained have improved their confidence and motivated them to progress. Care staff approach training with enthusiasm and a keen willingness to learn and develop. They said, *“Absolutely brilliant – I love the training! You can always ask for extra if you want it, whatever it is”* and *“We have very good training, really thorough... They want to develop staff”*. Records confirm that staff complete a range of relevant training, which is regularly refreshed. One person told us *“I’d give them all a 10/10... It’s almost as if they’ve got a production line and by the time they get to the end they’re fully fledged”*.

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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