



Hiraeth House



77 Mansel Street , Swansea , SA1 5TW



01792921150



www.empowersupport.co.uk

The inspection visit took place on 05/06/2026

Service Information:

Operated by:	Empower Support Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	6
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

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People living in Hiraeth House achieve excellent well-being outcomes because they are supported to live fulfilling lives with choice, control and independence. The service has a strong person-centred culture where people's aspirations and preferences are central to the support they receive. People benefit from excellent care and support that promotes independence while managing risks safely and proportionately. Detailed care plans and risk assessments guide staff to support people to achieve their goals without unnecessary restrictions. Staff understand people's health needs and personal goals well, and this helps people achieve positive outcomes.

People benefit from a good quality environment that is clean, safe and suitable for their needs. Systems to maintain the premises and manage risks are effective overall, and the environment supports people's well-being and independence.

The service benefits from excellent leadership and management, ensuring it is well led with strong governance, a clear vision and a positive culture that places people at the centre of care.

Leaders demonstrate a proactive and highly effective approach to monitoring quality, managing risk

and driving continuous improvement. This results in people experiencing consistently high standards of care and very positive outcomes.

Findings:



Well-being

Excellent

People achieve excellent well-being outcomes because they are supported to live fulfilling lives with a high degree of choice, control and independence. We found a strong person-centred culture where people's wishes, preferences and aspirations are central to the support they receive. Personal plans clearly reflect people's views and staff consistently treated people with dignity, respect and kindness. During our inspection, we observed warm, positive and natural interactions between staff and people living at the home. People told us they enjoy living at the service, stating *"there are lots of good staff; they always listen to me"*.

People benefit from high quality support that promotes independence while managing risks safely and proportionately. Detailed risk assessments and care plans help staff support people to achieve their goals without unnecessary restrictions. People are encouraged to maintain and develop independent living skills, including managing aspects of their daily routines, accessing the community and making informed choices about their lives. Staff demonstrated a strong understanding of individual needs and responded promptly when support was required.

People are supported to maintain their physical, mental and emotional well-being. They have access to healthcare services and receive support to attend appointments, monitor health needs and maintain healthy lifestyles. People are encouraged to make choices about meals, shopping and daily routines, helping them to retain control over their lives. Staff demonstrated a comprehensive understanding of people's health needs and personal goals, enabling people to achieve positive outcomes.

People enjoy meaningful relationships and are well supported to maintain connections with family, friends and their local community. The service provides a wide range of opportunities for social engagement and community involvement. Evidence showed people regularly access local amenities, participate in activities and enjoy a variety of outings and experiences that reflect their interests and preferences. This helps people remain active, develop confidence and maintain a sense of belonging.

People feel safe and secure living at the service. Feedback from people and professionals was consistently positive. People told us there were enough staff available to support them and that they would feel comfortable raising concerns if needed. Professionals described the service as *"providing high-quality support"* and spoke positively about the knowledge and commitment of staff. We found an open and welcoming atmosphere where people appeared relaxed, comfortable and valued.



People receive an excellent standard of person-centred care and support that is tailored to their individual strengths, goals and aspirations. Personal plans are comprehensive, outcome focused and regularly reviewed with people's involvement. Records clearly set out people's preferences, routines, health needs, risks and desired outcomes, enabling staff to provide consistent support that promotes independence and well-being. We found strong evidence that people are actively involved in planning and reviewing their care, and that their views are reflected in the support they receive.

People experience continuity of care from a skilled and knowledgeable staff team who know them well. Staff demonstrated a very strong understanding of people's individual needs, health conditions, personal histories and goals. Care records, daily notes and discussions with staff showed a consistent approach to supporting people to achieve positive outcomes. Professionals spoke highly of the quality of support provided and described staff as *"highly knowledgeable and responsive"*.

People are supported to maintain and improve their physical and mental health. They have timely access to healthcare professionals and specialist services when required. Care records showed effective partnership working with health and social care professionals, including community mental health teams, district nurses and primary healthcare services. Support plans promote healthy lifestyles and encourage people to achieve greater independence in areas such as personal care, diet, community access and managing daily living skills. We saw clear evidence of staff supporting people to make positive choices that enhance their well-being and quality of life. People described care staff as *"Easy to talk to"* and *"willing to go above and beyond."*

People are protected by robust safeguarding arrangements and effective risk management processes. Risks are clearly identified, regularly reviewed and managed in ways that promote independence whilst maintaining safety. Staff demonstrated a comprehensive understanding of their safeguarding responsibilities and were confident in recognising and responding to concerns. The service works effectively with relevant agencies to minimise risks and protect people from harm, abuse and neglect.

People receive support with medicines in a safe, person-centred manner. Clear systems are in place for the storage, administration, auditing and monitoring of medicines. Staff complete medication training and competency assessments before supporting people with medicines. We found medication records were accurately completed and effective auditing systems helped ensure medicines were managed safely. Staff demonstrated an extensive understanding of people's individual medication needs and the level of support required to promote choice and independence.



Environment

Good

People live in an environment that supports their well-being, independence and safety. The home provides a comfortable and well-maintained place for people to live, with a range of communal and private spaces that meet their individual needs. People have access to a communal lounge, dining and games area, and an enclosed outdoor courtyard garden where they can socialise or spend time independently. Bedrooms are personalised and reflect people's preferences, helping them develop a sense of ownership and belonging within their home.

The environment promotes independence and supports people to achieve their personal outcomes. People have access to technology, equipment and facilities that enhance their daily lives, including communal recreational equipment and personal items that reflect their interests and hobbies. The location of the home enables people to access local amenities and community resources easily, supporting social inclusion and community participation. The environment reflected the ethos of the service by encouraging choice, independence and meaningful engagement. People stated that *"it is a warm and welcoming environment"*.

People benefit from living in accommodation that is clean, tidy and appropriately maintained. Throughout the inspection, communal areas and bedrooms were well presented and suitably furnished. Cleaning arrangements were effective and staff demonstrated a commitment to maintaining a pleasant living environment. Infection prevention and control measures were embedded into daily practice, with suitable cleaning schedules and hygiene arrangements in place. The home was organised, free from clutter and provided a comfortable environment for people to live in.

The provider has systems in place to manage health and safety risks and maintain the premises. We found appropriate arrangements for fire safety, environmental monitoring and routine maintenance checks. Records demonstrated regular fire alarm testing, emergency lighting checks and other health and safety monitoring activities. Safety features, including window restrictors, secure storage areas and controlled access to the building, helped support people's safety whilst maintaining a homely atmosphere. This was reflected in the comfortable communal areas, personalised bedrooms and accessible garden, which created a welcoming environment where people could relax, socialise or spend time independently. Bilingual signage was available throughout the home to support accessibility and inclusion.



People achieve excellent outcomes because the service is led by a committed management team that promotes a strong, positive culture centred on respect, inclusion and person-centred care. We found a motivated and enthusiastic staff team that shared common values and demonstrated a clear commitment to supporting people to live fulfilling lives. Staff consistently described the service as supportive and welcoming, with one member of staff stating that they “*actually enjoy coming to work*”, while another described the home as a place where both residents and staff are valued.

People benefit from effective governance arrangements that provide good oversight of the service and support continuous improvement. The manager completes regular audits of care, medication, health and safety, staffing and the environment. Records were well organised, accessible and clearly demonstrated ongoing monitoring of service quality. The responsible individual (RI) maintains regular oversight of the service and is actively involved in supporting the manager and staff team. We found robust systems for recording incidents, monitoring outcomes and ensuring statutory notifications are submitted appropriately. These arrangements help ensure people receive safe, consistent and high-quality care.

People can have confidence that leaders learn from incidents and take action to improve practice. Evidence showed the provider has responded appropriately to previous safeguarding concerns and incidents, implementing additional training, strengthened oversight arrangements and improved monitoring processes where required. Quality assurance systems demonstrated a willingness to reflect on practice, identify learning and make changes that improve outcomes for people. The service has also introduced effective systems, such as a training monitoring system, to support compliance and staff development.

People are supported by a staff team that is appropriately recruited, trained and supported to carry out their roles effectively. Staff files contained the information required to demonstrate fitness to practise and showed structured induction processes, supervision arrangements and competency assessments. Staff told us they feel well supported by managers and valued within the organisation, stating that “*the manager is fabulous, she is very knowledgeable and good for staff morale*”.

Supervision sessions were viewed positively and staff described managers as approachable, responsive and willing to listen to feedback. We found a strong learning culture where staff are encouraged to develop their knowledge and skills to meet the changing needs of people living at the service.

People benefit from having sufficient numbers of staff available to meet their needs and support activities that enhance well-being and independence. Staff and managers consistently told us staffing levels are planned around the needs of people using the service rather than minimum staffing requirements. This flexible approach enables people to access community activities and individual opportunities when they choose. Professionals and people living at the service confirmed

there were enough staff available to provide support when needed.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.