



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Grove



The Grove Care Home, 17 Ynyscedwyn Road, Swansea, SA9 1BE



01639842138



www.shaw.co.uk

Date(s) of inspection visit(s):

10/06/2025

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

The Grove is a specially adapted former private house situated in a residential area of Ystradgynlais. The stated purpose of the service is to provide residential care for older people.

People experience good wellbeing outcomes because the valuable support people receive helps them to live well and maintain and improve upon their physical and mental health. People's outcomes are understood and they have as much control as possible over their day to day lives.

The care and support people receive is good because care workers know people well and have detailed and up to date care plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider. People are supported to maintain and improve their health and wellbeing with involvement from external professionals.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs, and ensures the

environment is safe.

Leadership and management is good because the provider has good oversight of the service. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

Findings:



Well-being

Good

People living at The Grove are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A person using the service told us, *"They can't do enough to help you."*

People are valued by the care workers and have as much control as possible over their day-to-day lives. People make day-to-day decisions, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to make decisions that are meaningful to them, such as choosing meals, participating in activities and accessing facilities in the community. People's interests, culture, life experiences, identity, spirituality, and relationships are understood, valued and respected by leaders and care workers.

Care workers and the management team listen attentively and provide clear information, supporting people to make informed choices. This strong approach helps people to take charge of their lives with confidence and assurance. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

This service is making a significant effort to promote the use of the Welsh language and culture. People's language needs are understood, documentation is available in Welsh and Welsh is used throughout the service.

An inclusive culture supports people to engage and participate in various activities that foster happiness and health. Activities planned by the service and positive interactions with care workers help to enhance people's wellbeing. We found people enjoying music and movement, supporting them to maintain their physical and mental health, and emotional well-being.

People are safeguarded from abuse and neglect. Individuals are provided with a secure environment where they feel safe and with accommodation which meets their needs. There are strong support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people's lives. A resident told us about their loved ones, *"They can come at any time."*

--



Care & Support

Good

People receive consistently good quality care because the manager thoroughly assesses whether the service can meet their needs and personal outcomes. People's compatibility with those already living at the service, and the accommodation available, is given thorough consideration before they are offered a service. The Manager gathers useful information from professionals and others already involved in people's care and support. Where possible, they talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether they can provide a service to people.

Plans for care and support are co-produced and reviewed between people using the service, their representatives, relevant professionals, and the service provider. Personal plans are strengths based and outline how care workers should support the individual to achieve their well-being outcomes. People's voices are heard in their care plans, which consistently include their preferences, routines and beliefs. Care workers told us they could rely on plans being updated quickly, in response to changes in people's needs or preferences.

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

People are referred for appropriate care and treatment at the right time. Recommendations made by health professionals for care and treatment, are carried out as directed.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities. We were told by somebody using the service, "*They do everything to see that you are alright.*"

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, records are complete, storage arrangements are robust and the overall administration of medication is effective.



Environment

Good

People personalise their rooms with their own furniture, belongings and pictures which reflect their interests and what is important to them. There is a large lounge with adjoining dining room. A folding partition wall between the dining room and large lounge area can be opened for large events, such as a choir visiting. A further small seating area and sunroom offer additional communal spaces for people socialise, relax, spend time with visitors and watch films together.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. The communal bathrooms and toilet facilities are clean and well maintained.

Surrounding the service are large gardens. Plans are in place to remodel and extend the patio area, offering a larger area for people to enjoy the pleasant weather. The Grove hosts fetes in the garden for people using the service and the wider community, to enjoy.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and upkeep of facilities which ensures the safety and well-being of people using the service. Domestic staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of three by the Food Standards Agency. Plans have been implemented to make improvements in the kitchen.

Fire safety checks are undertaken and health and safety audits are completed regularly. There are up to date safety certification in place for utilities, equipment and fire safety.



Leadership & Management

Good

There is a positive and compassionate culture at The Grove. A resident told us, *"There's a lot said that's nice about this place. It's got a very good name."*

There are effective quality monitoring systems, including audits of care and support provided. There are regular visits to the service by leaders, who encourage feedback from people and staff. This feedback is used to support evaluating care quality and to drive continuous improvements in the service.

The manager and care workers know the people well and people are comfortable and relaxed in their company. People trust and value the care workers, a person using the service told us, *"The carers are good. They're great."* Care workers have trust in each other and feel well supported. A member of staff told us, *"It's a close knit team."* Staff have confidence in the manager, a member of staff told us, *"I've a lot of faith and trust in her."*

The manager is proactive in supporting staff development. A member of staff told us about the manager, *"She the type, if she sees the potential in someone, she encourages them."* Care workers complete comprehensive mandatory training and induction. Care workers have a positive attitude to professional development and training compliance is very high. Care workers receive regular supervision and are positive about the support received during supervision. A care worker told us, *"Supervisions are important for the wellbeing of the residents and the running of the home."*

Care workers are well supported by the service provider, through effective induction and continuous training provision that is relevant to the needs of people they support. The manager of the service monitors staff qualifications and training. Training compliance is high, with nearly all care workers having completed most of the mandatory training required for their role.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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 2025.

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.