



Granville Court



M & D Care Ltd, Granville House, 44 Slate Street, Swansea, SA6 8AY



01792 885126



<https://mdcareltd.co.uk>

The inspection visits for this service took place between 28/01/2026 and 30/01/2026

Service Information:

Operated by:	M&D Care Operations Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	10
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Granville Court is a homely and welcoming service that provides personal care and support to people. It is situated in Morriston with close links to community facilities including shops and restaurants and has easy transport links to Swansea city centre.

People experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw people's independence and choice consistently promoted.

Care and support is excellent. We saw thorough, person-centred care planning and frequent reviews involving people and their representatives. People expressed very high satisfaction in the quality of care provided.

The environment is excellent and promotes people's well-being outcomes through being safe, homely and as least restrictive as possible. The environment consistently supports the development of people's independent living skills.

Leadership and management is excellent, with highly present and approachable management and exceptional staff support.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes and live healthily and safely with control over their lives. People are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service promotes independence and skills development through positive risk management. We saw thorough documentation completed with people to identify their desired outcomes along with documentary evidence of people working towards and achieving these outcomes. People told us they are supported to achieve their goals and aspirations. Staff told us they feel they possess the necessary skills and understanding to support people to achieve their outcomes.

We saw the promotion of Welsh culture and language within the service, evidenced by bi-lingual signage throughout the communal areas, identification of Welsh speaking staff and literature available in Welsh if desired. Additionally, the service embraces the culture and language of international staff employed at the service, with the different languages of staff displayed on the staff board. Themed nights are held by the service to celebrate international cultures and share aspects of this with people such as food and music. People spoken with told us they very much enjoyed these themed nights.

The service ensures a very strong support system is available to promptly identify and address risks to people's well-being. The service encourages people to express their concerns and preferences, and their rights and dignity are promoted. There is a written guide which informs people about their rights and how to make a complaint if they wish.

People are supported to cultivate safe and healthy relationships. We saw visiting was welcome at any time and community presence and engagement is promoted. People are empowered to thrive, with numerous opportunities to maintain, develop and explore their interests, strengths and skills. Throughout our visit, we saw people accessing the community as they wished and they told us what they had planned for the day. This included accessing public transport and participating in community activities.

The accommodation consistently supports people to achieve their well-being outcomes by promoting independence and skills development. Staff actively encourage people to participate in activities of daily living such as cooking, cleaning and budgeting. People spoken with told us how important this was for them to support them to achieve their well-being outcomes.



Care & Support

Excellent

Care and support is excellent and people are supported to achieve their personal outcomes through high-quality, person-centred care. Before a service is offered, the provider ensures they can meet people's identified needs through a thorough needs assessment. Transition to the service is person centred and people are offered visits and overnight stays at the service if they wish to help them decide if the service is suitable for them. Personal plans are developed following the completed needs assessments, with involvement from people and their families/representatives as much as possible. Personal plans are comprehensive, detailed and reviewed monthly with much involvement from people and their representatives. Corresponding risk assessments are in place which are detailed and promote positive risk taking. These are reviewed frequently with people.

People are protected from harm and abuse. There is an exceptionally strong approach to safeguarding within the service, and a culture of openness and honesty. Staff spoken with have a clear understanding of their role in safeguarding people and are knowledgeable in this area. All staff receive safeguarding training and are aware of the procedure to follow if they have any safeguarding concerns. We saw documentation evidencing people's rights to liberty are protected and safeguarded and restrictive practices are kept to a minimum and agreed with a wider multi-disciplinary team. Where improvements are required, these are openly shared and understood by the staff team, which we saw in team meeting minutes and through discussions with staff.

Medication is well managed at the service. Medication is stored appropriately and safely in a designated area. Temperature checks are completed daily, and we saw a good history of these which were within the correct range. Staff receive training to ensure they are competent to administer medication. Thorough audits are completed frequently. There is a medication policy in place which is reviewed annually. Staff work closely with people to involve them in understanding and administering their medication where appropriate.

Infection prevention and control is prioritised within the service. The environment and equipment are kept clean and hygienic. Staff receive training in infection prevention and control and the environment is clean and clutter free. There is strong oversight in this area as thorough and regular audits are completed. We saw actions identified from these audits are completed within a clear timeframe.



Environment

Excellent

The environment is excellent, meets people's needs and provides suitable spaces along with well-maintained facilities and equipment. People are accommodated in either single or shared flats with a kitchen and a lounge. These flats promote the development of independent living skills including, meal preparation, cleaning and budgeting. Each flat seen was decorated according to individual tastes and preferences. People told us they can decide how their flat is decorated. Where flats are shared between two people, the service provider assesses compatibility to ensure people are comfortable sharing their space. People who do have a shared flat have their own bedroom with en-suite bathroom. There are communal areas available in the property where people can relax and socialise if they choose and we saw people making good use of these areas. There is also a communal kitchen where people get involved in preparing meals with staff. A new kitchen has been installed since the last inspection and is modern and well-maintained. There is a safe and secure outdoor space people can access independently whenever they like, and the manager told us about plans that are underway to develop this area further. There is a secure office space where sensitive and confidential documents are stored.

The service provider ensures risks to health and safety are identified, mitigated and reduced. Laundry facilities are kept in a separate locked room, and away from food preparation areas. We saw appropriate storage and control of substances hazardous to health (COSHH). These are kept in a designated area. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Fire drills are carried out on a regular basis with actions taken and improvements made following each exercise. Water temperature checks are completed routinely. An emergency evacuation plan is in place. Personal emergency evacuation plans (PEEP's) are in place for people. The service provider routinely and proactively identifies areas of redecoration or repair to the property and any remedial works required to the property is completed promptly.

Robust security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.



Leadership and management of the service is excellent. Regulatory visits are completed by the RI within required timescales and feedback obtained from people, their families and staff about the service. This feedback is used to drive improvements within the service. The RI is supported by a highly dedicated and experienced management team at the service who promote an open-door policy. Staff spoken with told us they can speak to the manager whenever they wish, promoting a positive culture. The manager completes regular audits of the service and improvements identified from these audits are actioned promptly.

Staff feel supported in their roles as a result of highly effective, present and supportive leadership. Staff spoken with told us *“I love it here, it’s the best job I’ve ever had. It’s very rewarding”* and *“it’s amazing here, I wouldn’t want to work anywhere else.”* Staff told us the manager is very supportive of their development, and they are encouraged to enrol on courses to achieve nationally recognised qualifications which will enhance their careers. Team meetings are held regularly and meeting minutes seen show these are two-way conversations and staff are encouraged to contribute to the agenda. The service provider gives staff incentives to stay at the company, such as recognition via employee of the month and awards ceremonies. Staff receive regular supervision and annual appraisal. We saw records of these which demonstrate they are supportive and useful sessions for staff with a focus on their well-being and progression.

People are supported by staff who have the necessary expertise, skills and qualifications to meet people’s care and support needs. Staff files sampled show robust recruitment and background checks are completed by the service provider to support the safety of people. Disclosure and Barring Service (DBS) certificates are completed and renewed when required. Staff are registered with or working towards registration with Social Care Wales (the workforce regulator). All staff receive a range of core and service specific training to support the outcomes of people.

The service provider has a very strong commitment to ensuring high numbers of skilled and knowledgeable staff are available within the service at all times. Rotas seen show sufficient numbers of staff available to support people. People told us there were always plenty of staff on shift to support them. Staff told us they have sufficient time to do their jobs and do not feel rushed at all.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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