



Green Gables



Green Gables, Pen-y-fai Road, Bridgend, CF32 9AA



01656 720809

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	5
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

Excellent



Leadership & Management

Excellent

Summary:

Green Gables is a residential care home in Aberkenfig, providing care and support for up to five people.

People achieve excellent well-being outcomes because their care is person centred and individual needs, likes and dislikes are considered fully. Care staff understand what matters to individuals and consistently anticipate their needs and preferences. People benefit from a wide range of meaningful activities that significantly enhance their overall well-being.

Care and support is excellent. Care staff know people extremely well and deliver care with kindness, dignity, and genuine warmth. Their strong relationships with individuals ensure that support is tailored, responsive, and consistently of a very high standard.

The environment is excellent, offering a warm, comfortable, and welcoming home that meets people's needs reliably. The provider carries out regular maintenance and repairs, ensuring the setting remains safe and supportive for those who live there.

Leadership and management is excellent. The service is very well-led, with a strong and positive

culture that promotes the well-being of both the people supported and the staff team. Care staff have the robust training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Excellent

People consistently experience care delivered with dignity and respect. Throughout the inspection, care staff demonstrated warm, attentive, and compassionate interactions. They closely observed individuals' needs and responded promptly and appropriately. Staff clearly know the people they support extremely well, showing a strong understanding of their routines, preferences, and communication styles. Relatives told us, *"I would not wish for X to be living anywhere else"* and *"I am very happy indeed with the care and support that Y receives at Green Gables and everything is done to ensure his needs are met"*. People actively participate in decisions about their care and daily lives as far as possible. Care staff ensure personal preferences directly shape daily routines, and personal plans accurately reflect each person's wishes as well as the measures needed to uphold their safety. Each plan is highly individualised and demonstrates a person-centred approach.

The service empowers people to maintain independence through meaningful daily choice. A wide range of stimulating and enjoyable opportunities is available, supporting people's emotional, physical, and social well-being. People regularly connect with family, friends, and the wider community, which strengthens their sense of belonging. People are given regular opportunities to express their views about the service they receive. Monthly residents' meetings provide a forum for individuals to discuss matters within the home, including the environment, menus and planned activities. In addition, people have one-to-one meetings with their key worker, where their personal preferences and the quality of their care and support are reviewed.

People remain well protected from abuse and neglect. Staff receive appropriate safeguarding training and confidently describe the procedures for raising and reporting concerns. The safeguarding policy reflects current legislation and guides staff effectively when issues arise. Risk assessments are thorough and reviewed regularly, ensuring risks are minimised and well-managed. Clear policies on complaints and whistleblowing are available and understood by staff.

People live in accommodation that enhances their well-being. Bedrooms are comfortable and personalised to reflect individual identities. Communal areas provide sufficient space for relaxation and social engagement. The environment is clean, safe, and well-maintained, with appropriate checks and servicing completed for all utilities and equipment.



People at Green Gables experience consistently high-quality care because staff actively promote each person's well-being through compassionate and respectful support. Staff engage with people in a calm, patient, and warm manner, which helps create a positive and reassuring atmosphere throughout the home. Before anyone moves into the service, management complete a thorough pre-admission assessment. They use this process to confirm they can meet the individual's needs safely and competently and to consider the potential impact on other individuals living at the service.

Detailed personal plans that clearly outline each person's needs, preferences, and goals. These plans give care staff the information required to deliver consistent, person-centred care. The provider completes comprehensive risk assessments that support people to make independent choices wherever possible, while still maintaining appropriate safety measures. They routinely review and update all plans and assessments, so documents stay accurate and reflect people's current circumstances. People play an active role in shaping their support, and staff regularly seek their views about both their personal care and the broader running of the home. The service offers a mix of formal and informal opportunities for people to share their ideas, ensuring their voices influence day-to-day decisions and longer-term development. Regular multi-disciplinary meetings ensure care remains responsive and aligned with best practice.

Care staff respond swiftly to any changes in health needs and make timely referrals to healthcare and social care professionals. They record relevant health information clearly within personal plans and maintain regular communication with external practitioners. When health concerns arise, staff take prompt action, seek guidance, and ensure people receive appropriate interventions without delay. Medication processes are robust. Staff order medication accurately, store it safely, and administer it in line with established procedures. Medication Administration Records (MAR charts) contain all necessary information and show correct signatures for every dose given. Staff follow clear protocols for administering 'as required' (PRN) medication, documenting the reason for use and monitoring its effectiveness. Ongoing training and routine audits strengthen competency and ensure safe practice. Where an individual has a specific health condition, training is provided to ensure all care staff have the knowledge to best support that person. A relative told us, "*At the recent medical review I felt that we worked as a real team on X's behalf.*"

Safeguarding systems at Green Gables are well-embedded and effective. Care staff understand their responsibility to protect people from harm and act quickly when concerns arise. Care staff receive appropriate training and follow correct procedures for Deprivation of Liberty Safeguards (DoLS), submitting applications promptly whenever restrictions may be necessary for a person who lacks capacity.



Green Gables offers a well-kept, safe, and welcoming environment that positively impacts people's daily experiences and overall well-being. The home is maintained to a consistently high standard, with clear attention to both safety and quality. Essential equipment and utilities, including gas and electrical systems, are routinely serviced by qualified external contractors, ensuring everything remains in good working order. Care staff demonstrate a sound understanding of fire safety, supported by regular alarm tests, evacuation practices, and ongoing training opportunities. Records showed frequent safety checks, and the service has an up-to-date fire risk assessment in place. Each individual also has a personalised emergency evacuation plan, giving staff clear and specific guidance to support them safely in an emergency.

People benefit from a range of communal and private areas where they can relax, socialise, or enjoy time with visitors. The setting is warm, comfortable, and homely throughout. There are several communal spaces available, all of which are clean, comfortable, and easy for people to access. The service also benefits from a dedicated summer house that people use for various activities. During our visit, we saw people spending time in these shared areas; they appeared at ease and content, indicating they feel comfortable in their surroundings. Individuals are able to choose where they spend their time and move freely between their rooms and communal spaces. The provider has provided some individuals with their own specific areas; one person has a large storage shed for their collection of videos and another has their own shed for spending quiet time listening to the radio. Bedrooms are appropriately sized and personalised with belongings that hold meaning for each person, contributing to a warm and homely atmosphere.

Robust security arrangements help ensure people remain safe at all times. Entry to the service is safe and documents are stored securely. Visitors are requested to sign into a visitors' book on arrival, ensuring people's safety is maintained. Information is stored securely in a locked filing cabinet and care documentation is treated sensitively ensuring people's privacy is upheld.

The laundry room is suitable to meet the needs of people living in the service. Appropriate systems are in place and all laundry equipment is in working order. Storage of substances which have the potential to cause harm is sufficient, being appropriately locked in a cupboard.



The provider consistently delivers excellent outcomes by ensuring the team has the skills, knowledge, and support required to provide high-quality care. They follow safe recruitment practices and apply clear procedures to confirm that new staff are suitable to work with vulnerable people. All new care workers complete a comprehensive induction programme that includes shadowing experienced colleagues and taking part in hands-on learning. Staff spoke positively about this process and described feeling well supported when starting their roles. Recruitment files showed strong vetting arrangements, including timely Disclosure and Barring Service (DBS) checks and renewals. All care staff remain registered with Social Care Wales (SCW), demonstrating compliance with professional workforce standards.

The service maintains a strong focus on staff development. The management team ensures every member of care staff completes mandatory training, and the manager routinely reviews training records to confirm they remain current and relevant to the needs of people living in the home. The majority of care staff reported high levels of job satisfaction, stating, *"I love it here"*, *"I am always learning"* and *"Every day is different"*. Some negative feedback received related to the rota and staffing levels. The manager is aware of some issues and is working to address them. The service does not rely on agency staff, enabling people to receive consistent, familiar support from a stable team. Clear organisational policies and procedures guide staff practice and contribute to positive outcomes and consistent standards of care. Regular one-to-one supervision sessions and annual appraisals help monitor performance, identify training needs, and promote ongoing learning have not always taken place in expected timescales. The manager is working to address this, a new programme is in place and team leaders have recently undertaken the appropriate training so they can undertake supervisions. In the main care staff told us the manager is very approachable and listens to them. We were told, *"She's making changes, she has the boys' best interests at heart"*, *"She's fab"* and *"I can talk to her"*.

Strong leadership and effective governance underpin the smooth running of the service. Leaders promote a highly positive culture that prioritises the well-being of both people using the service and the staff team. Comprehensive auditing arrangements allow the provider to review performance, monitor quality, and identify areas for improvement. These systems, combined with proactive leadership, ensure people experience high-quality care and support. There is an electronic care planning system, and a care compliance programme. All maintenance checks are recorded electronically. As a provider there are a number of compliance teams, ensuring a thorough oversight is maintained. Staff long service is recognised as well as 'Above and Beyond' recognitions. All staff have access to an employee assistance programme should they require it.

The Responsible Individual (RI) maintains clear oversight of the service. Records confirm that the RI carries out formal quarterly visits and reviews key aspects of service delivery. The service meets its regulatory duties by notifying relevant agencies promptly when concerns or significant events

arise. A new manager who is experienced leads the team and ensures people remain central to all decisions and support. The service maintains a clear vision, outlined in its statement of purpose, and provides each person with a written guide containing practical information about the home. People and their representatives have various opportunities to ask questions and offer feedback.

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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