



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Old Vicarage



Bridgend



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The inspection visit took place on 14/04/2026

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:	4
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:

The Old Vicarage is a care home which supports people with a learning disability and other associated needs, located in Glynogwr, Blackmill, Bridgend.

People experience excellent well-being outcomes because care is consistently person centred. They are actively involved in decisions about their care, and their individual needs, preferences, likes, and dislikes are well understood and respected. Staff consistently anticipate and respond to their wishes and changing needs. People benefit from a wide range of meaningful, personalised activities that promote independence, choice, and participation, significantly enhancing their quality of life.

Care and support are of an exceptionally high standard and are delivered in a highly individualised way. Care staff know people extremely well and demonstrate kindness, compassion, and genuine warmth. Care is delivered with dignity and respect and promotes people's independence and emotional well-being. Positive relationships between staff and people ensure care is responsive, flexible, and consistently exceeds expectations.

The environment is warm, comfortable, and homely, supporting people to feel safe and settled. Accommodation meets individual needs and is well maintained through regular checks and timely

repairs.

Leadership and management is excellent, with a clear vision focused on well-being. Strong recruitment, training, and governance arrangements ensure the service is safe, well run, and continually improving.

Findings:



Well-being

Excellent

People living at The Old Vicarage take an active lead in shaping their daily lives where possible. Care staff consistently enable individuals to make informed choices about how they receive care and support, applying restrictions only when clearly necessary and proportionate. Records confirm that staff actively seek, listen to, and act upon people's views. Key workers meet formally with people three monthly to discuss what matters to them, agree personal goals, and review progress. The provider responds appropriately to matters relating to mental capacity and restrictions. Deprivation of Liberty Safeguards applications are submitted promptly when necessary, and correct processes are followed when people are assessed as lacking capacity to make specific decisions.

Care staff always treat people with dignity and respect. During the inspection, people appeared at ease and confident when interacting with staff. Care staff communicate in a warm, friendly and respectful manner, and people respond positively to this approach. We observed staff consistently engaging with people in ways that promoted wellbeing, confidence and emotional security. Throughout the inspection, the service maintained a calm, friendly atmosphere. Staff created this environment through respectful interactions with people and positive engagement with visitors, reinforcing a sense of safety and belonging. A relative told us, *"I'd rate them 10/10 or even more."*

The service protects people effectively from abuse and neglect through robust and well-embedded safeguarding systems. Management complete clear and thorough risk assessments that identify health and safety risks and outline practical measures to manage them.

The provider follows strong recruitment procedures to ensure staff are suitable to work with vulnerable adults. Staff receive appropriate training and demonstrate a clear understanding of their safeguarding responsibilities and how to report concerns. Comprehensive policies and procedures, aligned with statutory guidance and best practice, support staff to deliver safe, consistent, and effective care.

The Old Vicarage provides an environment that actively promotes people's wellbeing. The accommodation meets individual needs and supports comfort, privacy and independence. The home offers suitable communal areas where people can socialise and relax. Care staff keep the environment clean, safe and well maintained and carry out regular checks and servicing of equipment and utilities. The provider continues to invest in ongoing refurbishment, demonstrating a commitment to continuous improvement.



Care & Support

Excellent

People living at The Old Vicarage benefit from an excellent standard of care, delivered by care staff who place strong emphasis on dignity, kindness, and emotional well-being. They consistently engage with people in a calm, patient, and considerate way, which contributes to a relaxed and welcoming environment throughout the home. Comments from relatives and professionals reflect this positive experience. One relative shared that they were pleased with the care and support their family member was receiving. A social worker noted that the individual they saw appeared settled and comfortable and commented that staff demonstrated a strong understanding of the person's complex needs and behaviours.

The service ensures that individualised personal plans are in place for each person. They are detailed and clearly outline people's personal needs, preferences, and desired outcomes, providing care staff with clear guidance to support consistent care delivery. Risk assessments are thorough and proportionate, supporting people to make their own choices and remain as independent as possible, while ensuring appropriate steps are taken to maintain safety. Care plans and associated assessments are reviewed routinely and updated whenever changes occur, ensuring records remain current and accurately reflect people's circumstances. One person living at The Old Vicarage represents others at Swanton's 'People We Support' forum meetings. Care staff are extremely responsive to people's healthcare needs and make referrals to health and social care professionals promptly when required. Health-related information is clearly documented within care records, and care staff maintain effective communication with external professionals. When health concerns are identified, staff act quickly to seek advice and ensure appropriate support or treatment is provided without delay.

Medication management arrangements are well organised and safely managed. Medication is ordered appropriately, stored securely, and administered in line with established procedures. Medication Administration Records are completed accurately and include clear signatures for each dose given. Care staff follow well-defined guidance for the use of as required (PRN) medication, recording the reason for administration and monitoring its impact. Ongoing training and regular medication audits support safe practice and help maintain staff competence.

Safeguarding arrangements within the service are robust and consistently applied. Staff are vigilant in protecting people from abuse and respond appropriately to any concerns that arise. Where safeguarding issues are identified, the manager makes referrals to the relevant external agencies in a timely manner, including the local authority. Care staff spoken with demonstrated a clear understanding of safeguarding procedures and their responsibilities, supported by regular training.



Environment

Good

People live in a safe, comfortable, and attractive environment that feels welcoming and well cared for. The home is presented to a good standard, with all areas visibly clean, warm, and appropriately decorated. The layout and use of space support people's choice and autonomy, allowing them to spend time privately in their own bedrooms or socialise in communal areas as they wish. This flexibility helps people feel settled and in control of their daily routines.

People are supported to maintain their independence through unrestricted access to shared facilities. The kitchen is kept clean, well-organised, and fully equipped, enabling people to prepare food at times that suit them. A suitable selection of food is available, reflecting people's preferences and promoting choice, independence, and wellbeing.

Effective systems are in place to ensure the premises are safe and well maintained. Hazardous substances are stored securely, with restricted access to protect people from potential harm. Confidential information, including personal files, is stored safely and accessed only by authorised staff, protecting people's privacy and dignity. Each person has an individual personal emergency evacuation plan that reflects their specific needs, ensuring they can be supported appropriately in the event of an emergency.

Maintenance and health and safety arrangements are well managed. Comprehensive records demonstrate that routine checks and servicing are completed as required. Gas and electrical safety inspections are current, and equipment is regularly serviced to ensure it remains safe for use. Fire safety is actively promoted through regular fire drills, supporting staff and people to respond effectively in an emergency. Care staff have access to suitable cleaning materials and laundry facilities, enabling the service to remain clean and hygienic. Robust infection prevention and control policies and procedures are in place and consistently followed, supporting a safe and healthy living environment for everyone who uses and works at the service.



Excellent outcomes are achieved through the provider's strong commitment to supporting its workforce. Care staff are well equipped with the skills and knowledge required to deliver high-quality care, and recruitment processes are robust and effective. Safe recruitment practices are consistently followed, with clear systems in place to ensure that all new staff are suitable to work with vulnerable people. Recruitment records evidenced thorough vetting procedures, including timely Disclosure and Barring Service (DBS) checks and appropriate renewals. All care staff are registered with Social Care Wales (SCW), demonstrating compliance with professional standards and regulatory requirements. New staff benefit from a comprehensive induction programme, which includes shadowing experienced colleagues alongside practical, hands-on learning. Care staff spoke positively about their induction experiences and consistently reported feeling well supported when commencing their roles. This structured approach builds staff confidence and supports the delivery of safe, consistent care from the outset. One member of staff told us, *"I feel valued and listened to; you don't feel like you are just a number."*

People are supported by care staff with the appropriate expertise, skills and qualifications to meet their individual care and support needs. The service benefits from a highly stable, skilled and well-trained staff team, with excellent staff retention and effective recruitment practices. Staff files are complete and compliant, containing all required documentation including references. Training compliance is exceptionally high. All staff are up to date with mandatory training, and have completed service-specific training, including Positive Behaviour Support and medication competency. Care staff reported feeling highly supported, valued and confident in their roles, with clear opportunities for learning and career development. The service does not rely on agency staff, which supports continuity and allows people to be cared for by a consistent and familiar staff team. Organisational policies and procedures are clear and accessible, supporting staff to work in line with agreed standards and promoting consistently positive outcomes for people.

Strong leadership and effective governance support the safe and efficient running of the service. Leaders promote a positive culture that prioritises the wellbeing of both people using the service and staff. Effective auditing systems enable performance monitoring, quality assurance, and continuous improvement. Proactive leadership ensures people receive consistently high-quality care and support. An electronic care planning system and care compliance programme are in place, with all maintenance checks recorded electronically. Dedicated compliance teams provide robust organisational oversight. Care staff contribution is recognised through long-service and 'Above and Beyond' recognitions, and all staff have access to an employee assistance programme to support wellbeing. Records show the Responsible Individual visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and care staff.

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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