



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

80 Westwood Drive



Treharris



01443 809335

The inspection visit took place on 13/01/2026

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:	1
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

People experience excellent well-being outcomes, supported by care staff who promote informed decision-making to promote people's independence. Engagement in activities is highly person-centred, enabling people to develop skills, strengthen social connections, and maintain a meaningful presence within the community.

Care and support standards are excellent. Care staff demonstrate a thorough understanding of people's needs and preferences, consistently delivering high-quality, person-centred care. Personal plans are detailed, accurate, and regularly reviewed in line with regulatory requirements to ensure they remain effective. Specialist plans offer clear, robust guidance to support the safe management of complex needs.

Leadership and management arrangements are good. Care staff report feeling well supported in their roles and benefit from ongoing training to maintain high standards of practice. Governance

arrangements are robust, with regular Responsible Individual (RI) visits and comprehensive quality-of-care reviews. Safe recruitment processes ensure care staff are appropriately vetted and suitable to work with vulnerable people.

The environment is safe, accessible, and well suited to people's needs. Both indoor and outdoor spaces are well maintained, providing a pleasant and supportive setting. The home is appropriately decorated, furnished, and personalised to reflect individual preferences. Robust systems are in place to ensure the safety of the environment, its facilities, and its equipment.

Findings:



Well-being

Excellent

People are treated with dignity and respect and are supported to make everyday choices. During the inspection, we observed care staff engaging warmly with people, demonstrating kindness, patience, and positive regard. People are encouraged to make informed decisions about how they spend their time and the activities they wish to pursue. People have detailed activity plans reflecting their hobbies, interests, and preferences. We saw activities are facilitated both within the home and in the wider community, providing meaningful opportunities for people to develop skills, maintain daily routines, and contribute actively to community life. In addition, the provider offers a range of opportunities for people to engage socially through forums, events celebrating people's achievements, and themed occasions such as summer barbecues, Halloween parties, and Christmas celebrations. These events help to foster social interaction, promote inclusion, and enhance overall well-being.

People are supported to have as much control as possible over their day-to-day lives. We reviewed documented evidence showing people are provided with meaningful opportunities to express their views about the service they receive. Monthly meetings between people and care staff give them the chance to discuss matters important to them and contribute to decisions about their care and daily routines. People's communication needs are well supported. Detailed communication plans clearly outline each person's preferred methods of communication, ensuring care staff understand how best to engage with them. Key information, such as the service user guide and minutes from resident meetings, are available in easy-read formats, enabling people with communication needs to access information in a way that is clear and accessible.

People are protected from harm, abuse, and neglect. Care staff are recruited through robust, safe-recruitment processes to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support, and those we spoke with demonstrated a clear understanding of their safeguarding responsibilities and the procedures for reporting concerns should they arise. Medication management systems are safe, ensuring medicines are stored securely and administered in line with prescriber instructions. Risks to people's health and safety are appropriately assessed and managed. There are specialist plans in place setting out strategies to manage complex needs ensuring care and support is safe and consistent.

People live in an environment that supports their well-being. Routine safety checks, regular servicing, and timely repairs ensure the environment remains safe. Fire drills are carried out frequently, and care staff have access to clear emergency evacuation procedures to guide them in the event of an incident. The home is well maintained and free from hazards, providing a safe and secure setting. It is comfortable, clean, and appropriately suited to individual needs.



People receive an excellent standard of care and support. Comprehensive assessments are undertaken prior to admission, enabling the provider to gather detailed and relevant information from professionals and others involved in the person's care. This ensures decisions about offering a service are fully informed and based on a clear understanding of people's needs. Following the initial assessment, a personal plan is developed. These plans clearly outline care and support requirements, along with any associated risks to health and safety. We noted personal plans are created using a strengths-based approach, which effectively promotes independence and supports people to achieve positive outcomes. Personal plans are regularly reviewed and updated to reflect any changes in needs, ensuring the care and support provided remains appropriate and responsive.

People with complex needs experience positive outcomes because of the consistent implementation of specialist support strategies. For example, Positive Behaviour Support (PBS) plans are in place for people whose behaviour has been assessed as challenging. These plans clearly outline proactive and preventative approaches enabling care staff to support people effectively and reduce the likelihood of behaviours that challenge. In addition, care staff receive Positive Behaviour Management (PBM) training, which equips them with the essential knowledge and skills required to de-escalate situations safely and to manage incidents of aggression in a controlled and therapeutic manner.

People's liberty is safeguarded in accordance with legislation. Where people lack the mental capacity to make decisions about their care arrangements, we saw Deprivation of Liberty Safeguards (DoLS) authorisations are in place, ensuring any restrictions are lawful and proportionate. Care staff receive relevant training enabling them to understand their responsibilities and apply the principles in practice. Personal plans clearly reflect the conditions outlined in DoLS authorisations, ensuring care and support is delivered in a way that upholds people's rights and freedoms.

People are effectively supported to manage their health needs. Health requirements are clearly detailed within personal plans, providing care staff with a thorough understanding of people's medical needs. Relevant medical correspondence is appropriately stored, ensuring information is accessible and well organised. Medication management is safe. Medicines are securely stored and administered in accordance with prescriber instructions. The service has a comprehensive medication policy that aligns with current best practice guidance, and care staff receive training to ensure they remain competent in medication administration. During the inspection, we discussed with the provider the need to strengthen medication auditing processes to ensure audits are completed consistently on a monthly basis. The provider assured us this would be implemented.



Environment

Good

People are supported in a comfortable, safe, and well-maintained environment. During our visual inspection, the home was found to be clean, tidy, and suitably furnished throughout, with décor creating a welcoming and homely atmosphere. People have access to communal areas, including a living room, kitchen, and bathroom, in addition to their own bedroom, and can use these spaces freely according to preference. A rear garden is also available for people to access when they choose. Care staff manage the day-to-day upkeep of the home and follow cleaning schedules to ensure high standards of cleanliness and hygiene are consistently maintained. The kitchen has been awarded a Food Standards Agency rating of four, indicating good standards of food hygiene.

The environment is well-maintained, safe, and secure. Auditing systems support the service in meeting its health and safety requirements. During our visit, we discussed with the provider the importance of strengthening these processes by ensuring all required monthly audits are consistently completed. A dedicated maintenance team is on hand to carry out repairs promptly and conduct routine checks, ensuring all safety systems remain in good working order. Up-to-date safety certification is available for utilities and fire safety equipment. A current fire risk assessment is in place, and regular fire drills are conducted to ensure people and care staff understand evacuation procedures. Access to the home is securely managed. Visitor identification is verified on arrival and recorded in a visitor log, ensuring that only authorised persons enter the premises. All confidential information is stored securely and is accessible only to authorised personnel, in line with data protection requirements and best practice.



Leadership & Management

Good

The provider's oversight and governance arrangements promote a positive culture and support the delivery of good-quality care. The RI visits the service regularly and engages with both people and staff to discuss service provision, ensuring their views are listened to. A formal quality-of-care review is completed every six months to evaluate the service's performance. We reviewed the most recent report and found it clearly identifies both areas of strength and opportunities for further development. In addition, the provider undertakes internal quality audits to ensure the service continues to operate in line with regulatory requirements. These processes contribute to continuous improvement and effective service delivery. During the inspection, we found monthly manager audits were not being consistently completed. This was discussed with the management team, who assured us work is already underway to strengthen these systems.

People achieve positive outcomes because the provider is committed to ensuring skilled and knowledgeable staff are consistently available at the service. During our inspection, we observed sufficient staffing levels to meet people's needs. However, the service is not currently fully staffed. We discussed this with the manager, who assured us active recruitment is underway to fill all vacant posts. Care staff are trained to meet the needs of the people they support, and records show staff are mostly up to date with their training requirements. In addition to the training provided by the service, care staff are encouraged to undertake recognised health and social care qualifications to further develop their skills and competencies. Care staff told us they feel well supported in their roles and gave positive feedback about the manager. One member of staff commented, *"The manager is really good, very supportive and always available."* Records we reviewed confirm staff receive formal support through supervision and appraisal. However, we identified not all staff have received this support within the required timeframe. We discussed this with the management team, who assured us improvements will be made to ensure compliance. Alongside traditional formal support, care staff have access to an Employee Assistance Programme, which offers additional benefits including a confidential counselling service for those who may require support. The provider also facilitates staff forums, giving staff the opportunity to discuss their work, raise ideas, and share experiences with their peers.

The provider's policies and procedures are appropriate and support safe, consistent practice within the service. Care staff are aware of how to access these documents when required. Policies and procedures are reviewed regularly to ensure they remain aligned with current legislation and national guidance.

The service provider operates robust selection and vetting processes to ensure staff are suitably qualified, safe, and trustworthy. Personnel files we examined demonstrate all required pre-employment checks are completed. These checks include verification of references from previous employers, employment history checks, and Disclosure and Barring Service (DBS) checks. New staff complete a structured induction programme which supports them to understand their roles and

the specific care and support needs of the people they will be working with. We found all care staff are appropriately registered with Social Care Wales, the workforce regulator.

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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