



Treforys Care Home



Treforys Care Home, School Road, Morriston, Swansea, SA6 6HZ



01792961995



www.paddacare.com

The inspection visit took place on 13/03/2026

Service Information:

Operated by:	Padda Care Homes Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	38
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

Good



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People's well-being is good at the service because staff treat individuals with dignity and respect, promote choice and uphold people's rights. People feel safe, are supported to express their views, enjoy meaningful relationships and activities, and live in accommodation that continues to support their overall well-being.

People receive excellent Care and support which is highly personalised, responsive and delivered from a well-trained team who know them well and act promptly when needs change. Strong communication, detailed care planning, and effective partnership working ensure people remain healthy, and treated with compassion, kindness, and empathy at all times.

The environment is good as it is clean, well-maintained, and designed to support people's safety, comfort, and independence. Communal and private spaces are accessible and welcoming, equipment is regularly serviced, and strong infection control and safety measures ensure people live in a secure, supportive setting that promotes their well-being.

Leadership and management is excellent, as strong governance, regular auditing, and proactive oversight ensure consistently high-quality care. The Manager communicates openly, responds swiftly to issues, and promotes continuous improvement. Staff are well-trained, well-supported, and safely recruited, contributing to a positive, skilled workforce that delivers safe and effective support.

Findings:



Well-being

Good

People are treated with dignity and respect at the service. During our visit, we observed positive and caring interactions between staff and residents. Staff demonstrate a clear understanding of people's individual needs, evidenced by their attentive approach during care routines. People's communication needs are assessed, with detailed communication plans in place. These plans highlight the strengths, abilities, and personal preferences of everyone, promoting a strengths-based model of care. Staff competence is supported through access to four types of dementia training aligned with the Dementia Training Standards Framework, ensuring staff have the knowledge and skills required. The service engages effectively with external health and social care professionals to ensure people's physical, mental, and emotional health needs are met. Professional feedback included: *"Their dedication to advocating for residents is truly commendable. It is clear they consistently prioritise the wellbeing, dignity, and best interests of those in their care."*

People are safe and protected from abuse and neglect. They told us they feel safe, and we saw that effective systems are in place to identify, manage, and review risks whilst balancing choice, rights and autonomy. Complaints, safeguarding, and whistleblowing procedures are clear and relevant. Staff shared several examples of how people are encouraged and supported to express their views. Staff have access to a 24-hour employee assistance programme, helping them maintain their wellbeing so they can provide the best possible care.

People are supported to cultivate safe and healthy relationships. Feedback included *"Staff are very reactive to any thoughts and ideas and involve relatives in decision-making"* and *"Staff are engaged and make a clear effort to build meaningful relationships with both residents and their families"*. The family forums, held twice a year and chaired by relatives, create opportunities for shared feedback and service improvement. The activity programme includes group sessions such as arts and crafts and coffee mornings, as well as personalised one-to-one experiences and outings in the service's minibus. We noted at the time of inspection there had been a period with less activities than usual due to the absence of the activity's coordinator. An online family group chat enables relatives to see updates and photographs of activities, strengthening connection and reassurance. Although no residents currently speak Welsh, bilingual signage is evident, and a Welsh version of the Statement of Purpose is in development. Welsh culture is celebrated meaningfully, alongside wider cultural events such as Diwali and African-themed activities, promoting inclusion and cultural identity.

People live in accommodation that supports their well-being. The provider ensures that new referrals are carefully considered to ensure whether people's needs can be met safely. Careful consideration is undertaken when planning refurbishment works.



Care & Support

Excellent

People receive excellent, person-centred care that is well organised, safely delivered, and responsive to changing needs. Care plans and risk assessments are comprehensive and regularly updated, using recognised clinical tools to monitor needs effectively. Daily notes and handovers demonstrate strong communication and clear escalation of concerns, ensuring continuity of care. Staff work closely with multidisciplinary professionals, acting promptly when health needs change and engaging families in reviews. Feedback from relatives, professionals, and staff consistently highlights warm, respectful relationships, excellent communication, and a caring atmosphere. Leadership is visible and supportive, promoting a culture where staff understand people's individual needs and wellbeing is prioritised. Feedback from relatives was overwhelmingly positive, comments included "*The care provided is second to none*", "*Best care home in Swansea.*" and "*Treforys generates a home-from-home experience... all care is provided with dignity and respect*".

People are protected from harm and abuse through robust safeguarding arrangements, clear escalation pathways, and a well-trained staff team who are confident in recognising and reporting concerns. Staff demonstrate a strong understanding of safeguarding, whistleblowing, and complaints processes. Incident logs show accidents, incidents, and medication errors are consistently recorded, promptly escalated, and reviewed by management, with appropriate actions in place. Risk assessments are routinely updated, and Deprivation of Liberty Safeguards (DoLS) authorisations are monitored actively for people who lack capacity. Multidisciplinary communication ensures timely support for individuals at potential risk. These arrangements collectively create a culture where residents' safety, rights, and wellbeing are upheld.

Medication is managed safely and effectively within the service, supported by clear systems, regular auditing and strong clinical oversight. Electronic MAR charts reduce recording errors and ensure medicines are administered as prescribed. PRN usage is clearly documented and reviewed. The management undertake monthly audits and ad-hoc checks to monitor staff competence and address issues promptly. Controlled drugs are accurately monitored, and storage temperatures are consistently recorded with no gaps. Unused medicines are returned to pharmacy at the end of each cycle. Health oversight is proactive, with staff escalating concerns to GPs and other professionals and using appropriate clinical assessments tools to track risks. Care records show regular reviews of nutrition, hydration, skin integrity, and overall health needs.

People's risk of infection is minimised through robust hygiene practices, consistent PPE use, and well-maintained stock levels. Cleaning schedules and Control of substances Hazardous to Health (COSHH)- arrangements are in place. Staff receive regular infection control, food hygiene, and health and safety training. Routine audits and observations confirm that good infection-prevention measures are firmly embedded in daily practice.



Environment

Good

People live in an environment with appropriate, and well-maintained facilities and equipment to help them achieve their wellbeing outcomes while identifying, mitigating, and reducing health and safety risks. The service, which is delivered over three floors, is warm, well-lit, and spotlessly clean. The ground floor provides a welcoming entrance hall leading to a large communal dining and lounge area, as well as smaller, quieter rooms that offer spaces for privacy and meaningful activity ensuring people's differing needs and preferences are met. The environment promotes comfort and safety, with toilets, chairs and grab rails clearly colour-contrasted to support recognition and independence. Key information, such as menus, activities and weather updates are displayed in pictorial format to aid understanding and orientation. Bedrooms viewed are clean, well-presented and personalised, each with an en-suite shower room supporting privacy and dignity. Communal bathrooms and toilets are suitably adapted to ensure safety and accessibility. A secure garden provides a safe and inviting outdoor space. Although weathered over the winter months, it supports opportunities for outdoor dining in warmer weather and offers considerable potential for additional engagement and activities. The manager shared plans to enhance the area and host a summer garden fete this year. Relatives have described a 'warm positive atmosphere inside the home' and on the day of inspection we observed a steady flow of visitors spending time with loved ones, alongside health professionals supporting people's needs. This reflected a busy, open and transparent service actively engaging with both families and professionals.

People can be confident they live in a safe environment. A secure door entry system, visitor logbook and key-coded internal doors help monitor access and maintain safety. We reviewed health, safety and fire records, including evidence of regular equipment servicing, an up-to-date gas safety certificate and current five-year electrical certification. The service works with an external fire safety company and holds inspection certificates for essential tests and work. Each floor has sufficient drag mats to support safe evacuation. Routine maintenance checks were evident, and refurbishment plans are ongoing to further improve the environment. The kitchen holds a 5-rating from Environmental Health, reflecting very good standards of food hygiene and cleanliness. Kitchen staff demonstrate strong knowledge of people's dietary needs, and feedback about meal choice and variety is positive. Infection control measures are clearly embedded. Staff use PPE appropriately, housekeeping staff were observed cleaning throughout the home, and hand-sanitising stations are readily available. We also saw separate laundry bins, a well-organised laundry room and securely stored cleaning supplies.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has excellent and consistently effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Management audits covering key areas such as infection control, daily care records, the environment, and medication management are completed routinely. These audits are detailed and analytical, with any shortfalls promptly addressed and actioned. We saw many identified improvements, including touch point cleaning for infection control purposes, were implemented and reviewed, contributing to safer and more consistent care for people living at the service. Audit findings and feedback from anonymous staff surveys are discussed in staff meetings, supporting a culture of accountability and continuous improvement. Although the most recent Quality of care report was not yet available due to a change of RI and the registration process underway, assurances have been provided this will be completed as soon as possible. Previous RI quarterly reports showed direct engagement with people and staff, evidence of service review and compliance checks, well-defined actions with follow-ups alongside a focus on well-being indicators. The provider demonstrates a strong commitment to transparent information-sharing, which supports trust and accountability. Notifications to regulatory bodies and commissioners are made in accordance with requirements. Professionals reported positive experiences of communication with the service, highlighting the manager's proactive approach. Feedback included *'the manager demonstrates exceptional commitment, compassion and professionalism in championing the needs of residents'* and is *"exceptionally responsive to enquiries."* This constructive partnership working further strengthens governance arrangements and contributes to positive outcomes for people.

People are supported by staff with the necessary skills, expertise and qualifications to meet people's care and support needs. The provider maintains robust recruitment and vetting processes to ensure staff are safe, suitable, and trustworthy. Care and nursing staff are registered with workforce regulators either social care Wales or nursing and midwifery council. Staff are supported through continuous professional development, underpinned by regular high-quality supervision and annual appraisals. They also receive extensive, role-appropriate training, including core modules and specialist programmes tailored to the specific needs of residents. This ensures the workforce remains skilled, knowledgeable, and well-equipped to deliver high-quality, person-centred care. Conversations held with staff evidenced their knowledge and skills. We viewed policies and procedures which are strong and aligned with current legislation and protect both staff and residents. Feedback received indicates staff feel very well supported by management. Comments included *'The environment is so positive to work in. It always feels safe and comfortable. Everyone is very respectful'* and *'Staff are very good at what they do. The management team is wonderful. The staff see the residents as their family and there is so much love that radiates in Treforys'*.

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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