



Eden House



Swansea



01792951975



arc-care.co.uk

The inspection visit took place on 08/01/2026

Service Information:

Operated by:	Abertawe Residential Care 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:	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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Eden House is a small care home, supporting female adults with mental health support needs. People have good well-being in Eden House. They are comfortable in the home and have built friendships with others who live there and the staff who support them. The care team know the people they support well and adapt their approach to best support people at different times of need.

Overall, care and support is good. People are included in the development and review of their personal plans which give a good overview of them and how best to support them. The service uses an electronic system to maintain daily records which gives an up-to-date view on how people are daily.

The environment is good. Eden house is warm and homely. People's bedrooms are decorated to their likes and preferences. The large communal open plan lounge/ diner/ Kitchen area offers people time to relax together whilst still giving them space if needed. There is a large garden to the rear of the property where people can enjoy the outside in warmer weather and support with the upkeep of the service's chickens, should they choose.

Leadership and management is good. There is a relatively new manager in post who is respected by the care team. They are supported by a small care team who also work in the provider's adjacent service. Overall, there are good systems in place to oversee the service.

Findings:



Well-being

Good

People live healthily and safely and have some control over their lives. People are encouraged to participate in the development and review of their care plans and are also encouraged to provide feedback and participate in house meetings. People have known key workers who hold regular one to one meetings with them to check all is ok. The small and consistent staff team provide routine and regular support to people, and they are very familiar with these routines. Whilst care staff have a good understanding of the people they support, this could be enhanced further with more specific training, especially when trying to encourage and motivate engagement in more meaningful activities. More effective recording would also enhance this so the full staff team can understand tried approaches that have succeeded and failed to continue progression. Personal plans are written clearly and give care staff a sufficient overview of how best to support people and what matters to them.

People are safe and protected from abuse and neglect. Most care staff have completed safeguarding training and understand their roles and responsibilities and how to report concerns should they arise. Policies and procedures are in place and are currently being updated to ensure they still reflect up to date legislation. The service's environment including furnishings and equipment are in a good state of repair and are frequently checked to ensure they remain safe for people to be supported effectively. Staffing levels appear appropriate to support people in the service effectively. The service liaises with advocates for people who do not have the capacity to make decisions about their care and accommodation.

People are supported to cultivate safe and healthy relationships. We saw records of frequent family members visiting the service which is encouraged. The care team are familiar to people and can provide consistent care to them, friendships between people and care staff is clear with warm and friendly engagement and camaraderie observed during the visit. Care staff are committed and are happy in their roles. Feedback from staff indicated they feel supported in their roles and valued and really care about the people they support. People living in the service do not speak Welsh, therefore there is no demand to provide a service in Welsh at present. This will be prioritised by the provider should this demand change in the future. The service has 2 cats and chickens who live in the garden. People are encouraged to help with looking after the animals and enjoy spending time with them.

People live in accommodation that supports their well-being outcomes. People are comfortable in the service with large, personalised bedrooms and well-presented communal areas. The service is well maintained and in a good state of repair with oversight tools in place to maintain it. Risk assessments and checks are in place to ensure people remain safe in the service.



Care & Support

Good

Overall, people receive good quality of care and support to achieve their personal outcomes. The service use both paper and electronic copies of personal plans. Whilst these give a good oversight of the person and what matters to them, we noted that the more recent versions were on paper rather than electronically. The service manager assured us that both versions should be the same and this will be rectified imminently. We saw the involvement of people evidenced with their signatures captured on personal plans and reviews. Personalised and corresponding risk assessments are in place to support people safely and ensure any identified risks are minimised as much as possible. The electronic system is used to record all aspects of support received by people and monitoring of their health. We saw charts in place to oversee people's weight and health data so any concerns can be actioned promptly and effectively.

People are protected from harm and abuse. The small, consistent staff team know the people they support well and can recognise any changes in behaviour to determine if people are unwell or distressed. This knowledge helps them seek the right support at the right time. Care staff adapt their approach with people at different times of need to minimise the triggers for poor mental health and support people to talk things through. We saw evidence of this in recordings which was effective. Most care staff are up to date with safeguarding training and understand their roles and responsibilities to report any concerns they may have about the people they support. Personal Protective Equipment (PPE) is available for use as and when required to minimise the risk of cross infection.

People's medication is safely managed. Medication is stored securely in the office in a designated locked cupboard. We saw temperature checks and logs in place which ensure safe storage conditions to prevent spoiling medication. We looked at Medication Administration Records (MAR) and saw these overall are completed appropriately, with any gaps noted and reasons given. We saw the appropriate use of medication 'as needed' (PRN) which is recorded appropriately. There are good procedures in place to order and return medication in the service to prevent any stockpiling, however, we noted that one person was signing the medication counts, checks and audits and this should be checked and countersigned to prevent human error. We were assured that this will be addressed imminently. The small care team in place ensures any symptoms of deteriorating health in people is noticed quickly and medical advice sought promptly.



Environment

Good

People live in an environment with appropriate equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. The service is homely and comfortable for people. We saw people relaxing and enjoying watching TV on the furniture and soft fittings. The service is spread over two floors. The ground floor comprises of a large open plan lounge, dining room and leads into the kitchen. One bedroom is also on the ground floor. On the second floor there are a further three bedrooms and the communal shower room, Bedrooms are personalised with people's belongings and are decorated to their preferences. Access to the spacious rear garden is through the kitchen. There is a large rear garden and small patio area where people can sit and enjoy the outside space in nicer weather, a smoking shelter is in place and a large summer house currently in use for storage. There is an office in the service where confidential information is kept and where medication is stored in locked cupboards. We found all areas of the service to be well presented and in a good state of repair.

The service is well-maintained and with good procedures in place to identify and mitigate risks to health and safety. We looked at the environmental audit file and saw routine checks in place to ensure the environment remains safe for people. Daily, weekly and monthly checks are in place depending on the purpose of the checks. These include daily walk arounds, fire safety checks, water temperatures and more, with no gaps visible in these records. We viewed up to date certificates for utilities in the service, including gas and electrical checks. The service was clean and free of clutter, apart from the designated storage room. Chemicals hazardous to health are stored appropriately to minimise risk to people. There is a fire risk assessment in place which needs review and updating and we were told that this has been scheduled to take place imminently. Personal evacuation plans are in place as well as routine emergency fire drills to ensure people know what to do should an emergency arise.



Leadership & Management

Good

There are effective organisational arrangements, governance and oversight in place to ensure smooth operations and good-quality care. Eden House is a small service with a small care team. The manager is visible in the service daily and the Responsible Individual visits regularly every week. During these visits the RI speaks with people to see how they are and get any suggestions from them to improve the service regularly, however this isn't always recorded. Despite this we saw the recent feedback survey completed by people as well as staff feedback forms collected by the RI. This feedback is analysed and summarised in the bi-annual quality of care reviews which gives a sufficient oversight of the service and how it has performed over the previous six months. Routine audits are carried out in the service to ensure all aspects are operating smoothly. We saw these in place for medication, environment, fire safety, and more. We viewed multiple policies and procedures and saw these are in the process of being reviewed and updated by the manager to ensure they are in line with up-to-date legislation. The Statement of Purpose needs review as key information about staffing, and the environment appear to be missing. The RI assured us that this will be addressed imminently and submitted as required to CIW as a notification.

People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. Personnel files viewed contain most of the information required to evidence safe recruitment and vetting of care staff. We noted that some Disclosure and Barring service checks were out of date during the visit. We have since received confirmation that these have now been re-submitted for renewal. We saw care staff are encouraged to register with Social Care Wales, the workforce regulator. Care staff are encouraged to undertake multiple online training courses and whilst there are many gaps seen on the training matrix; we saw that almost all staff are up to date in the key areas required for their roles. This includes food hygiene, personal care, first aid, medication practice and more.

Feedback from care workers was almost all positive with all saying they feel supported in their roles. Comments included "*The team is very supportive and helpful when you require help*", and "*The staff work hard as a team to support the individuals and each other*". Care staff are supported through regular supervision sessions; however, we noted that appraisals are not currently taking place, The RI has assured us that this will be a priority and will be put into practice imminently. As this is not having an impact on the support received by people, we will follow this up at the next inspection.

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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