



Heritage Healthcare

Well-supported staff benefit everyone



Impact ...

- Staff morale and retention have improved, as staff feel more connected and appreciated
- Staff feel confident raising concerns and suggesting improvements
- Stronger continuity and relationships between carers and people using the service have improved emotional wellbeing
- People describe carers as “consistent, caring, and always cheerful”

Background

Heritage Healthcare Swansea provides regulated domiciliary care to around 75 adults living in their own homes across Swansea and neighbouring areas. With a team of 45 staff, the service knows that when carers feel supported, people receive better care.

What are they doing differently?

Heritage Healthcare Swansea recognised that staff wellbeing is central to high-quality care. They introduced structured monthly wellbeing calls for every member of staff, led by the Registered Manager and Responsible Individual. These calls go beyond casual check-ins: they give staff space to share how they feel, raise challenges early and celebrate successes. They also allow managers to identify early signs of stress, explore training needs, and offer emotional or professional support.

Each conversation is documented and followed up with clear actions, so staff know their voices matter.

This initiative is part of a wider culture of support, including clear career pathways and recognition schemes. Together, these measures create an environment where staff feel valued, supported, and confident to speak up.

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When our team feels well cared for, the people we support receive the very best care in return.

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