Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Rachel Kathryn Residential Home

Blackwood

01495426671

The inspection visit took place on 15/09/2026

Service Information:

Operated by:	Dawn Hobbs
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a physical disability, Care and support for people with mental health needs, Care and support for people with a learning disability
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	Good
Environment	Good
Leadership & Management	Good

Summary:

Rachel Kathryn is a small residential care service for up to four people. It is set in large grounds in a quiet, semi-rural area. The service aims to provide a family-like home where people have independence, privacy, dignity and choice.

Well-being is rated excellent. People have meaningful choice and control over their daily lives. Staff support them to build on their strengths, achieve personal goals, maintain important relationships and take part in activities that matter to them. Care and support is rated good. Care staff know people well, and detailed personal plans guide consistent, responsive support. The environment is rated good because the service is clean, comfortable and homely. People influence how their home is decorated and use indoor and outdoor spaces that support their interests and independence. Leadership and management is also rated good. Leaders are approachable and use monitoring, audits and feedback to maintain quality and identify improvements for ongoing development.

Findings:

Well-being — Excellent

At this inspection well-being was rated as excellent because people experience high-quality health and well-being outcomes and have meaningful choice and control over their daily lives. We saw all people being given choice about how they spend their day and with who, the meals they had, and the activities they took part in.

People are treated with dignity and respect. During the inspection, we saw warm and respectful interactions between people and care staff. People appeared comfortable and familiar with those supporting them and spoke very positively about their experience of living at the service. People told us they value the care staff, friendships they have developed and the opportunities available to them.

People are supported to achieve outcomes which are meaningful to them. Personal goals reflect what matters to people, including maintaining family relationships, developing independence and taking part in everyday tasks. These goals are incorporated into people's personal plans and progress is recorded. This means people's aspirations are part of their everyday support and people consistently receive excellent support to make progress towards their goals.

People have opportunities to develop and maintain relationships and participate in their local community very often. Support is highly personalised to people's interests and preferences and includes social groups, creative activities, shopping, community events and spending time with family and friends. People also take part in events at their home, including fundraising and concerts where relatives can be involved. This supports people to maintain relationships, develop friendships and do things that are important to them.

People's views are valued and increasingly influence how the service develops. Easy read questionnaires have been reintroduced, and we saw that feedback is reviewed by the manager and used to identify actions. For example, when people said they wanted changes to their bedrooms, this was included within an improvement plan and on the day of inspection people told us they were going shopping to look for artwork and home decor. The provider is also planning to reintroduce regular formal resident meetings to provide further opportunities for people to contribute their views about the service.

Care & Support — Good

At this inspection care and support was rated as good. Personal plans are detailed and give care staff clear information about how to support people in their preferred way. The personal plans we read start with people's strengths and include their preferences, routines, communication needs and any identified risks. They clearly describe the support people need and the actions care staff should take. Personal plans are reviewed regularly and updated when people's needs change.

Care staff know people very well and are able to identify and respond to changes in their needs or general presentation quickly. They seek professional advice when needed and advocate for people to make sure their health and well-being needs are understood and addressed. Records show care staff monitor people's health and well-being and work with relevant professionals when additional support is required. We also saw care staff supporting people to understand their health needs and to have meaningful input into how they are met.

Daily records provide a clear picture of the care and support people receive. Records include relevant information about people's health, well-being and daily care and are updated throughout the day. The provider has recently moved from paper-based care records to an electronic care management system. This supports care staff to monitor changes and provide consistent support and also enables the leadership and management team to access care information remotely and provides alerts where potential concerns are identified.

People are protected from harm and abuse. Care workers demonstrated a clear understanding of safeguarding responsibilities and knew how to report and escalate concerns, including concerns involving care staff or managers.

People's medicines are managed safely. Medication records sampled were complete and countersigned, and the medication stock balances we checked were correct. The manager gave assurance that recording arrangements for storage temperatures and as required medication would be further strengthened to ensure best practice.

People are protected from the risk of infection. The home was clean and comfortable, and we saw care staff follow infection prevention practices, and appropriate arrangements were in place to support good hygiene. This helps minimise the risk of infection and supports people to live in a clean and safe environment.

Environment — Good

At this inspection we rated the environment as good because people live in a clean, comfortable, homely environment which reflects their preferences and supports their well-being. The service is small and provides a home-style environment. People are meaningfully involved in decisions about their surroundings, including furniture, how their bedrooms are decorated and how their artwork is displayed. We saw people's artwork displayed within communal areas, helping to give the home a personal feel and people told us they update this with the seasons and festive celebrations. We also read how people's feedback has informed changes to the environment. This demonstrates that people are meaningfully involved in decisions about their home and that the provider listens and responds to their views, promoting a strong sense of ownership.

The service has a four rating from the Food Standards Agency which means food hygiene standards are good. People access the kitchen as they want to and with support if required. The environment promotes independence with daily tasks such as making drinks and taking part in making meals.

People have access to indoor and outdoor spaces which support their well-being and interests. Shared areas provide space for people to spend time together and take part in activities. There are accessible patio areas at the front and rear of the service and a large garden. The home is in a quiet, semi-rural setting and is not overlooked. The outdoor environment has also been adapted around people's interests. Bird feeders have been introduced because people enjoy watching the birds and identifying different species. The inspection evidence similarly records people's enjoyment of the garden, wildlife and watching birds from the conservatory.

There are arrangements in place to monitor the safety and condition of the environment. Records showed regular Fire and health and safety monitoring alongside servicing and testing of essential systems and equipment. Where action has been identified as being required the provider has given assurances these will be completed as a priority. There is a plan for the ongoing maintenance and improvement of the environment, and we were told this includes redecoration and replacement flooring and that people will be involved in making these decisions. Some minor repairs were also identified during the inspection, and we were assured these will also be taking place.

Leadership & Management — Good

At this inspection leadership and management was rated as good. The service provider has effective oversight arrangements which support positive outcomes for people. Leaders are visible and approachable, and promote a warm, person-centred culture. People and care staff spoke positively about the management team and said they felt listened to and supported.

Governance and quality assurance systems are used well. The Responsible Individual completes regular monitoring visits and records findings and actions. Leaders and managers at the service review care records, medicines, incidents, health and safety, staff training and feedback. Easy read questionnaires help people share their views. The manager analyses this information and develops action plans. Staff well-being feedback is also reviewed and responses analysed for themes and areas where support to the team is needed.

The provider has introduced an electronic care management system which gives leaders timely access to care information and alerts them to potential concerns. The statement of purpose is reviewed and updated, and the service provides information to relevant authorities about significant events. There are clear arrangements for complaints and safeguarding, and we saw no complaints or safeguarding concerns have been recorded since the last inspection.

People are supported by a stable, experienced staff team who know them well. Managers review staffing in relation to people's current needs and adjust arrangements when needs change. The provider must ensure staffing arrangements consistently reflect people's assessed needs, including the support which would be required during an emergency. The provider assured us any discrepancies in this will be immediately addressed. Recruitment records show that people can be confident safe recruitments are being completed prior to care staff being employed to work at the service, which included checks being completed with the Disclosure and Barring Service. The manager gave assurance recruitment checks will be further strengthened in relation to confirming applicants' full employment histories.

Records show staff receive regular supervision, induction, training and opportunities to gain qualifications. We read supervision and appraisal records which are reflective and include development goals. The training records show staff access a range of relevant training however, clearer information regarding when training needs to be updated will allow for closer monitoring to ensure care workers training remains up-to-date/ current.

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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