Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

College Fields Nursing Home

College Fields Nursing Home, College Fields Close, Barry, CF62 8LE

01446747778

Cfnh.Wales

The inspection visit took place on 01/07/2026

Service Information:

Operated by:	Middlepatch Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	68
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Excellent
Environment	Good
Leadership & Management	Good

Summary:

College Fields Nursing home is based in Barry and can accommodate 68 people with a range of nursing and personal care needs. This inspection was unannounced. There is a Responsible Individual (RI) for the service and a manager who is registered with Social Care Wales (SCW) the workforce regulator.

People experience excellent care and support from a kind and friendly staff team. Staffing levels are sufficient to meet individuals' needs, with arrangements in place to cover any staffing shortfalls. Wellbeing outcomes for people are good, supported by a caring staff team and the provider's ongoing commitment to improving the quality of the service.

Leadership and management arrangements are good and continue to strengthen and promote a culture of openness and transparency within the service. The manager is visible, approachable, and actively involved in the day-to-day operation of the home, providing clear leadership and demonstrating a commitment to improving outcomes for people.

People live in a good, clean and well-maintained environment that is well decorated. Some areas of the home have been identified as requiring improvement, and improvement works remain ongoing. While these works do not impact the people living in the home, their management and associated safety considerations continue to be monitored.

Findings:

Well-being — Good

Well-being is good. People feel safe, and generally receive high-quality, person-centred care and support that is tailored to their individual needs. Their preferences, choices, and aspirations are respected, and staff consistently provide care in a warm, compassionate, and supportive manner. People are encouraged to maintain important relationships and welcome visitors into the home. Visitors told us they are always made to feel welcome and are often invited to join their relatives and friends for lunch at mealtimes. Systems are in place throughout the home to promote good practice. Some improvements are required to strengthen quality assurance and audit processes regarding the environment. The manager demonstrates good oversight of incidents, accidents, complaints, and safeguarding matters.

Care and support is excellent. Outcomes for people using the service are positive and achieved to a high standard. Individuals are supported to work towards their personal goals and desired outcomes. Feedback from people using the service is extremely positive, with many describing good relationships with staff and expressing satisfaction with the support they receive at College Fields. Comments included, *"Staff are extremely kind and they can't do enough for us, it's homely here"* and *"the food is really good, I can choose each day what I want, there are lots of continuing improvements."* Staff also spoke positively about their experience of working at the service and highlighted the support they receive from management during some changes of management structure. Comments included, *"I really enjoy my job and always feel so supported, staff morale is good, I wouldn't work anywhere else."*

People live in a good environment, supported by systems that ensure equipment and facilities are regularly serviced and with ongoing refurbishments and maintenance throughout. Routine safety checks are undertaken; however, there are opportunities to further strengthen these processes, and this remains an area for improvement. Fire safety is appropriately prioritised within the service in response to enforcement action from South Wales Fire Authority, the provider has taken interim steps to mitigate risks and improve safety at this time. The service also ensures that Deprivation of Liberty Safeguards (DoLS) are in place for individuals who lack the capacity to make decisions about their care and support.

People are protected from abuse and harm through effective safeguarding arrangements. Robust recruitment processes ensure staff are suitable for their roles, and staff promote person-centred care by respecting individual preferences and supporting choice and control. Individuals are encouraged to follow their preferred routines and access a range of meaningful activities. The RI provides regular oversight and quality assurance, identifying and addressing areas for improvement.

Care & Support — Excellent

Care and support is excellent. People told us they felt safe and secure living in the home. We also observed this through people's body language, behaviour and interactions, including for those who were unable to verbally express their views. Documentation we looked at confirmed that staff had completed safeguarding training, and a comprehensive safeguarding policy was in place, clearly outlining staff responsibilities for protecting adults from harm, abuse and neglect. We observed people appearing relaxed, comfortable and at ease in the presence of care staff. People told us, and we observed, that staff are warm, kind and respectful, demonstrating an excellent understanding of individuals' needs and the most effective ways to support them. Care staff responded sensitively and appropriately when people experienced difficulties with communication or decision-making. We saw staff providing reassurance, encouragement and person-centred support, while anticipating and responding to people's needs, particularly for those who were unable to communicate these themselves.

People were positive about the support they receive and we observed individuals being consistently encouraged to make choices in line with their preferences, including decisions about meals, drinks and snacks. The dining experience was of a high standard, with meals attractively presented and tailored to meet individual needs. The chef told us menus are adapted to reflect residents' likes, dislikes and dietary requirements and had excellent knowledge of each person's choices. They also confirmed that residents can request alternative meals at any time and that, where a meal is not eaten, suitable alternatives are offered promptly. Fresh meat, fish and vegetables are delivered regularly, helping to ensure the provision of nutritious and varied meals. The service has achieved a rating of five (very good) from the Food Standards Agency.

People have access to a range of services that support their ongoing health, wellbeing, and quality of life. Care records evidenced timely referrals to appropriate healthcare professionals, including GPs, dentists, and opticians. Personal plans contained the necessary information and accurately reflected the assessed needs, preferences, and wishes of individuals living in the home. Although we identified that both electronic and paper documentation being used at this time. We were told plans were underway to transition to a fully electronic system when all refurbishment works are complete at the home.

We observed care workers providing attentive, person-centred support, consistently anticipating and responding to individuals' needs. Personal plans were regularly reviewed and updated to ensure they remained current and reflective of changing circumstances. Where individuals experienced difficulties with decision-making, the service demonstrated good practice by making appropriate applications to the relevant authority and ensuring that the person's views and wishes were considered as part of the decision-making process.

Medication management arrangements within the home were robust, with clear procedures in place for the safe storage, administration, and recording of medicines. These systems were well organised, consistently followed, and supported the safe and effective management of medication.

Environment — Good

People are supported in a clean, welcoming and homely environment. Bedrooms are personalised to reflect individual preferences and include personal belongings, helping people feel comfortable and at home. The service offers several smaller communal areas, along with a large dining room where we observed people socialising and enjoying activities together. During our visit, we observed the home to be clean, fresh and overall, well maintained throughout. However, we identified some areas required improvement. Visitors were warmly welcomed throughout the visits and people told us they can visit at any time during the day. The front gardens are well kept, attractive and easily accessible. People told us they enjoy spending time outdoors, particularly during the warmer weather, and we saw several people making use of this garden area and enjoying the recent life-sized animals around the garden. People spoke enthusiastically about the recent activities and party, describing it as an enjoyable occasion for everyone involved. Throughout our observations, people appeared safe, happy and well supported, and were able to spend their time in ways that reflected their preferences and interests.

There are mostly effective systems in place for monitoring and maintaining both the environment and equipment. Maintenance staff ensures that all facilities and equipment are regularly inspected, serviced, and tested. External contractors are engaged to undertake specialist checks, including gas electrical safety and lift safety. Repairs are generally addressed promptly, and a planned redecoration programme supports a good standard of presentation within the home. We discussed several issues identified during the visit and the manager told us the matters would be addressed immediately. At this time phased refurbishments remain ongoing to further improve the environment; the provider is reminded that works will be kept as minimally disruptive as possible for the people living at the home. Although an enforcement notice remains in place from the South Wales Fire Authority, all appropriate action has been taken to ensure people living, working and visiting the home are safe.

Effective systems are in place to promote public safety and minimise the risk of cross-infection. Staff have access to appropriate personal protective equipment (PPE) and demonstrate a clear understanding of its correct use and disposal. All staff receive training in infection prevention and control and recognise its importance in safeguarding people. Robust oversight arrangements are established, ensuring staff consistently follow current infection control guidance. People are further protected through effective security measures, including keypad entry systems and controlled access for visitors. A visitors' book is maintained in line with fire safety procedures, and identity checks are undertaken for all visitors prior to entry.

Overall, the service provides comfortable and appropriate accommodation for people living in, working in, and visiting the home. Management demonstrates a strong commitment to ongoing development and continuous improvement, ensuring positive outcomes for those who reside there. People experience a very strong sense of belonging, supported by the provider's dedication to

creating a warm, homely, and welcoming environment that is responsive to individual needs. The home is mostly well maintained and presented throughout, and residents, their families, and visitors greatly value its traditional character, which contributes positively to people's comfort, well-being, and overall quality of life. However, an area for improvement remains in place at this time.

Leadership & Management — Good

Leadership and management is good. People are supported by care staff who are appropriately trained and recruited safely. Care staff are extremely happy working at the service and told us they feel valued and supported by both the manager and RI. We looked at a selection of staff recruitment documentation and found they contained all the required information including identification and full employment history. We saw evidence that pre-employment checks including DBS certificates and references are sought prior to employment commencing to ensure that all staff are suitably qualified and fit to work with vulnerable people. Individuals using the service and their relatives consistently praised the quality of care, with one stating *"I can't fault it, the care staff are amazing, I am very happy here."*

The provider demonstrates a strong commitment to staff development across all roles. Care staff undertake a thorough induction programme, including opportunities to shadow experienced colleagues, and their competence is assessed before they work independently. Training is tailored to the requirements of individual roles and responsibilities. One staff member told us, "*We are an established team here with really good staff morale, everyone works together ensuring people's needs are met."* Regular supervision sessions are held between staff and management, and several care staff described extremely very well supported in their roles. Staff turnover remains low, which many staff attribute to the positive and supportive working environment. A number of care staff told us they have worked at the home for many years, and several told us, *"This is the only job for me, I love my job, always have and wouldn't consider working anywhere else."*

People benefit from strong leadership and effective management within the service. College Fields is a registered service with effective governance arrangements in place. The RI maintains an active and visible presence most days within the service, engaging positively with individuals and staff and promoting an open and approachable culture. A comprehensive range of policies and procedures supports the day-to-day operation of the service and provides staff with clear guidance regarding their roles and responsibilities. The manager demonstrates a sound understanding of their safeguarding responsibilities and legal duties, ensuring timely referrals are made to the local authority when concerns arise. Individuals are provided with detailed information about the service, including guidance on how to raise concerns or make complaints should they be dissatisfied. The home's Statement of Purpose (SoP) is regularly reviewed and updated as necessary.

During our visit, we spoke with management and staff who described the RI's commitment to promoting staff wellbeing and morale through a range of initiatives, including a dedicated Staff Appreciation Week. Additional measures have been introduced to recognise and support staff, such as themed evenings, raffles, and any ongoing support when needed. These initiatives contribute to a positive working environment and ensure that individuals receive care from a motivated, valued, and experienced workforce. While recognising that further improvements are still needed, the management team acknowledges that the compliments and positive feedback

received from individuals using the service reflect the progress that has been made. Staff take pride in these improvements, and the RI recognises and celebrates this during organised events. This approach supports the continued development of a positive organisational culture and, in turn, contributes to better outcomes for people receiving care.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure oversight and governance of the health and safety of the home to ensure people's safety.	28/08/24

CIW has not issued any Priority action notices following this inspection.

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