Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Belvedere House Residential Care Home

Belvedere House Residential Care Home, Serpentine Road, Tenby, SA70 8DD

01834842549

www.belvederehouserch.co.uk

The inspection visit took place on 01/06/2026

Service Information:

Operated by:	Belvedere Care Limited
Care Type:	Care Home Service Adults Without Nursing
Registered places:	19
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	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Belvedere House is a welcoming care home located Tenby. The service provides a comfortable and homely environment, with several communal areas and opportunities for residents to personalise their living spaces. Its location enables access to local amenities and community facilities, supporting residents to maintain links with the local area. The service is registered to provide residential care for up to 19 people.

People's wellbeing is excellent. Individuals are safe, settled and happy, with consistently positive feedback from relatives, staff and professionals. A range of meaningful activities are available, including opportunities for community engagement and social interaction. Staff interactions are kind, respectful and promote a person-centred approach to care delivery.

Care and support are excellent. Staff have developed strong, positive relationships with people and demonstrate a good understanding of their needs, preferences and histories. The service works

effectively with health and social care professionals, ensuring positive outcomes through appropriate monitoring and timely access to healthcare. Relatives are kept informed and involved in care planning and reviews.

The environment is good. It is welcoming, clean and well-maintained, with appropriate equipment to support independence and daily living. Dementia-friendly approaches are in place to support people's orientation and wellbeing.

Leadership and management are excellent, with robust systems ensuring effective oversight, safe practice and ongoing staff development. The Responsible Individual (RI) has strong oversight of the service, with effective systems in place to monitor performance, quality and compliance.

Findings:

Well-being — Excellent

People experience excellent well-being at Belvedere House. They are supported to have as much control as possible over their lives and to understand their rights and entitlements as far as they are able. Personal plans are detailed and provide clear information about people's routines, likes and dislikes, enabling staff to deliver consistent, person-centred care. This supports people to make everyday choices, such as selecting clothing, choosing food and drink, and deciding how to spend their time. People are also supported to take part in wider community life, including exercising their civic rights, which maintains inclusion and a sense of belonging.

People are consistently positive about their experiences of living at the service. One relative told us they feel *"blessed and lucky"* their family member lives at the service, and a person said they *"wouldn't be anywhere else."* People feel confident their views are valued and acted upon, and they are encouraged to express their preferences and raise any concerns. Information about how to raise concerns is accessible, and there is a positive culture where individuals feel listened to.

People have strong, positive relationships with staff, who treat them with kindness, warmth and respect. Staff know people very well, including their life histories and preferences, and use this knowledge to promote meaningful engagement and maintain dignity. This is reflected in daily interactions and the personalised support people receive.

People are supported to maintain meaningful relationships with family and friends. Visiting arrangements are flexible, and some people use technology to stay in contact where needed. A range of meaningful activities is available, including regular trips into the local community, coffee mornings and social outings. Staff use tools such as the "Daily Sparkle" newspaper to encourage conversation and engagement, supporting people's social and emotional well-being. The service subscribes to the newspaper service, which includes topics such as historical events, past memories and themes relevant to people's lives, helping to prompt discussion and reminiscence.

People's health and safety are promoted effectively. Staff understand safeguarding procedures and take appropriate action to protect people from harm. Risks are well managed, enabling people to remain as independent as possible while maintaining their safety. The environment also supports people's well-being, with dementia-friendly approaches, clear signage and personalised spaces that help individuals feel comfortable and at home.

Care & Support — Excellent

With few exceptions, people experience high-quality, person-centred care and support at Belvedere House. Outcomes for people are exceptional because care staff know them extremely well. Staff have developed positive and meaningful relationships with people and demonstrate a strong understanding of their individual needs, preferences and life histories. A visiting professional told us, *"they (staff) know every individual… they know their history,"* highlighting how this knowledge informs care delivery. In addition, Also, further continuity of care, supported by a stable staff team, enables staff to recognise changes in a person's presentation and respond promptly.

The provider ensures a person's needs can be met, alongside those of people already living at the service, before offering them a place. Pre-admission assessments are comprehensive and involve engagement with the person, their family and relevant professionals to gain a clear understanding of needs, preferences and personal outcomes. People are supported to become familiar with the service through opportunities such as respite stays, which helps to support smooth transitions and positive experiences when moving in.

Care planning is detailed, person-centred and clearly reflects what matters to people. Personal plans include clear information about routines, likes, dislikes and how people wish to be supported, enabling staff to provide consistent and responsive care. Plans are regularly reviewed, and people and their relatives are involved in decision-making, ensuring care remains relevant and promotes positive outcomes.

People are supported to make choices about their daily lives and maintain their independence in line with their abilities. Staff use their knowledge of individuals to provide flexible, responsive care and support people to engage in routines, activities and community opportunities that are meaningful to them.

The service provider has strong, established links with health, mental health and social care services, resulting in people experiencing excellent outcomes. People benefit from coordinated access to healthcare professionals such as GPs, pharmacists, opticians and dentists. This collaborative approach ensures emerging health needs are identified and addressed promptly and provides strong assurance that people's health needs are effectively monitored and managed. One professional told us communication is *"very proactive and quick to act,"* which supports timely intervention and coordinated care.

People are protected by high standards of hygiene practices which comply with legislation. Cleaning regimes are robust, and we observed good standards of hygiene throughout the service which has a Food Standards Agency hygiene rating of 5, demonstrating excellent hygiene practices. Mandatory infection control training is in place for staff, and sufficient infection control supplies are readily available, supporting safe and consistent practice.

Environment

Good

The environment is good. It is welcoming, comfortable, clean and well-maintained, providing a pleasant setting for people. Feedback from relatives and professionals is positive. One relative described the home as *"so homely,"* and both relatives and professionals told us it is *"always clean,"* which reflects our observations during the inspection. This contributes to a calm and reassuring atmosphere for people living at the service.

People have access to suitable communal areas as well as private spaces. Bedrooms are personalised to reflect individual tastes, with personal keepsakes and family photographs evident, reinforcing people's sense of ownership and identity. Communal areas are used effectively to support social interaction and activities, including coffee mornings, celebrations and quizzes, helping to promote a sense of community within the home. People may spend time in shared areas or in private, depending on their preferences. The environment includes safe outdoor areas, supporting people access to fresh air and social engagement.

The premises are suitably equipped with aids to promote independence and support daily living. People are able to move around the home safely and access facilities with ease. Personal emergency evacuation plans (PEEPs) are in place and provide clear guidance to support people to remain safe in the event of an emergency.

People benefit from a positive dining experience. There is a good choice of meals available, and food is of good quality, with locally sourced ingredients used where possible. People spoke positively about the meals provided, with one person describing the food as *"delicious."* Mealtimes are relaxed and provide opportunities for social interaction.

Dementia-friendly approaches are evident and support people's orientation and general well-being. This includes clear signage, orientation aids and a familiar environment which supports people living with dementia to navigate the home and maintain independence.

Arrangements are in place to maintain the safety and quality of the environment. Environmental audits and regular checks are completed to monitor standards, and ongoing maintenance plans ensure the premises remain safe and well-maintained. Systems are in place to identify, record and address any issues in a timely manner. Overall, the environment meets people's needs and supports their well-being outcomes.

Leadership & Management — Excellent

Leadership and management are excellent. People have high levels of confidence in the service provider because leaders promote a strong, positive culture and ensure there are well-established systems in place to support the safe and effective running of the service. Leaders are visible and approachable, acting as positive role models and setting clear expectations for staff practice and conduct. The manager is experienced and provides clear leadership, supported by a stable and committed staff team. Staff described the service as *"a warm and caring environment"* where they *"work well together,"* reflecting strong teamwork and a positive culture.

There are effective governance and oversight arrangements in place. Audits, quality assurance processes and regular reviews are completed to monitor the service and drive improvement. These systems provide assurance that high standards of care are maintained. The Responsible Individual (RI) is based in the service, has strong oversight and is actively involved in monitoring quality, performance and compliance. Feedback from people, relatives and professionals is used to inform service development and improvements.

People and their relatives are encouraged to share their views about the service. There is a culture of openness, and people feel confident their feedback will be listened to and acted upon. One relative told us management have been *"very supportive and professional and always communicate,"* which reflects the positive experiences of families and the responsive approach taken by leaders. Arrangements are in place to manage concerns and complaints appropriately, and information about how to raise concerns is accessible. The provider demonstrates a strong commitment to sharing information with relevant agencies, supporting transparency and accountability.

Staff recruitment processes are robust and ensure suitable staff are employed. Staff receive appropriate training, supervision and ongoing development, ensuring they have the skills and knowledge to meet people's needs effectively. The stable staff team supports continuity of care and enables staff to build strong, trusting relationships with people.

There is clear evidence of forward planning to support sustainability and ongoing development. Leadership arrangements are effective in maintaining high-quality care and demonstrate a commitment to continuous improvement, ensuring positive outcomes for people living at the service.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.