



Bedwellty Park Residential Home Limited



Bedwellty Park Residential Home, Morgan Street, Tredegar, NP22 3NA



01495711788

The inspection visit took place on 15/12/2025

Service Information:

Operated by:	Bedwellty Park Residential Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	13
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

Good



Environment

Good



Leadership & Management

Good

Summary:

Bedwellty Park Residential Home is in Tredegar, Blaenau Gwent, and is a residential home. The service is able to support up to 13 people over the age of 18 who have been assessed as requiring care and support. The service mainly supports people with dementia but can also support people with functional mental illness and people with learning disabilities. The service is located very near to Bedwellty House, as well as local shops, with transport links including local bus routes and being close to major roads ensuring ease of access.

People are supported to express their views about what matters to them, and we observed that individuals appeared happy within the service. As a result, we have rated well-being as good. People benefit from detailed and person-centred personal plans that clearly set out their needs, and we have rated care and support as good. The environment is well maintained, supported by regular cleaning schedules and a layout that promotes people's independence. We have therefore rated environment as good. Leadership and management is also rated as good, as there are effective processes in place to support managerial oversight. One area for improvement has been identified within this theme in relation to the Quality of Care Review completed by the responsible

individual (RI).

Findings:



Well-being

Good

People have control over their daily lives, as much as they are able. People choose where to spend their day and participate in activities within the service and in the local community. We saw pictures of people enjoying different activities in local shops, parks and cafes. People are also supported to access places of worship and meet with local pastors. People are supported to participate in things they enjoy. Resident meetings take place regularly which give people an opportunity to share their views on matters within the service and suggest the things people want to do. People's personal plans set out things important to them. They also contain well-being goals, however these can be more personally focused to be able to clearly identify things important to people.

People are kept safe from the risk of harm and abuse. A safeguarding policy is in place, and all care workers receive safeguarding training to ensure they understand their roles and responsibilities in protecting people. The manager maintains good oversight of safeguarding procedures and ensures referrals are made promptly when required. Risk assessments are in place and are detailed. They clearly outline the measures needed to minimise risks to individuals and promote their safety. Risk assessments are reviewed regularly to ensure they remain up to date and reflect any changes in people's needs or presenting risks.

People can be assured service is delivered in line with what is contained within the statement of purpose (SoP). People are given a welcome pack when they move into the service setting out all the information they need about living there. The service is homely, and the layout has been thoughtfully designed to support people to maintain their independence for as long as possible.

The service is working towards the Welsh Active Offer. Care workers are encouraged to complete the Social Care Wales (SCW) Welsh language course and the service offer bilingual greetings around the service. Welsh cultural events are celebrated within the service, and we saw evidence of this.



Care & Support

Good

Everyone using the service has a personal plan. These plans have recently been updated, both in content and appearance. The improvements ensure that each person - and the things that matter most to them - remain at the centre of their plan. All the personal plans we reviewed included people's social histories, their likes and preferences, and what is important to them. The plans are strength-focused, clearly outlining what tasks, or part of tasks, people can undertake themselves, followed by areas where they may need support. Each plan provides clear guidance for care workers on how people prefer to be supported, helping ensure they receive the care and assistance they need in a way that suits them. Personal plans are reviewed regularly. Care workers make efforts to involve people and their families in these reviews, and the service is exploring ways to further strengthen this involvement to encourage greater involvement from people and their families or representatives. Daily recordings are completed at each shift. Senior care workers oversee this process to ensure all required documentation is completed accurately and in a timely manner.

People's health and well-being are promoted effectively. We saw evidence of timely referrals to external health and social care professionals to ensure people's needs are addressed promptly. The manager has established positive working relationships with external agencies, and the service benefits from routine visits from chiropody services and a hairdresser.

There are robust systems in place to support the safe administration of medication. The medication storage area is clean, well-organised, and free from clutter. All care workers complete role-appropriate medication training and undertake competency assessments conducted by the manager. Medication records reviewed during the inspection were completed accurately.

Appropriate action is taken to ensure people's rights are upheld and that referrals to the local authority are made when required. The manager has good oversight of this.

The service has sufficient stocks of personal protective equipment (PPE). Care workers follow established policies and procedures to ensure care is delivered safely and in line with infection prevention and control practices.

Throughout the inspection, we observed warm and positive interactions between people and care workers. It is clear people look to staff for support, reassurance, conversation, and social engagement.



Environment

Good

People benefit from living in a home that is warm, welcoming, and thoughtfully designed to promote comfort and familiarity. The environment feels homely rather than institutional, with corridors styled to resemble streets and doors designed like individual houses, complete with letterboxes and knockers. This approach supports orientation and independence, particularly for people living with dementia, helping them recognise their rooms and navigate the home confidently.

Bedrooms are spacious and personalised to reflect individual preferences, and many offer pleasant views over the park grounds, creating a calming outlook. Many residents enjoy watching the local wildlife from the comfort of the home. The home also retains many attractive original features, adding character and charm to the setting. Communal spaces, including two lounges and a conservatory, provide comfortable areas for relaxation and social interaction. People can choose to spend time alone in their rooms or enjoy activities with others, promoting choice and independence.

The service demonstrates good practice in maintaining a safe and well-kept environment. Health and safety systems are well organised, with clear records and certificates readily available. Fire safety arrangements, maintenance checks, and cleaning schedules are consistently implemented. Staff understand their responsibilities and take proactive steps to ensure facilities and equipment remain in good condition. Planned improvements, such as replacing flooring, reflect a commitment to continuous development.

Each person has a Personal Emergency Evacuation Plan (PEEP) in place, providing staff with clear guidance on how to support individuals to leave the premises safely in an emergency. The home also holds a five-star rating from the Food Standards Agency, confirming that food hygiene standards are maintained to a high level.

Outdoor areas and communal spaces are monitored regularly, and the home benefits from attractive surroundings that people can enjoy when conditions allow. The service takes a proactive approach to identifying and reducing risks, ensuring people live in an environment that promotes well-being and safety. Access to the home is secure, with the front door kept locked and visitor identification checked on entry.

Overall, the environment supports people to live with dignity and independence. The service is rated good for this theme because it provides a safe, comfortable, and well-maintained setting that promotes well-being.



Leadership & Management

Good

There are robust recruitment processes in place to ensure care workers are safely recruited to the service. The manager has good oversight and audit processes in place to ensure all required checks and documents are processed before care workers start work. These include references from past employment and Disclosure and Barring Service (DBS) checks. Care workers are supported with a thorough induction to support them in their caring role. All care workers undergo regular supervision. These sessions follow a template which covers work-related issues as well as discussing the care workers health and well-being. This provides a supportive workplace for care workers, and care workers told us they feel supported. All care workers complete mandatory training when they start in their roles, and refresher training when required to ensure their skills are always up to date with latest standards. There is good oversight of care worker training and care workers are afforded time to complete any training when it is required.

Regular team meetings are held for care workers, providing an opportunity to discuss emerging issues. Organisational policies are currently being reviewed and updated, and these are discussed with care workers during team meetings and supervision sessions to ensure the staff team fully understands them.

People living at the service are invited to participate in resident meetings, which provide an opportunity to express their views and contribute to discussions about current and future matters within the service.

Effective systems are in place to record and monitor accidents and incidents, and the manager ensures that learning from these events is used to prevent them from recurring. There are also robust processes for managing complaints, with appropriate learning taken to avoid similar issues arising in the future. When the service receives compliments, these are shared and celebrated with care workers.

The RI has good oversight of the service and completes the required visits. During these visits, the RI seeks the views of people using the service, their families, and care workers. However, the Quality of Care report produced by the RI lacks sufficient detail and does not fully reflect the auditing and governance activities taking place within the service. This is an area for improvement, and we expect the service provider to take action.

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
Governance arrangements will be strengthened through improved Quality of Care reports that provide fuller analysis of data and emerging trends. This will reduce the risk of harm to people by ensuring any issues are identified and addressed before they have a negative impact.	15/12/25

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

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