



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cae Melyn Care Home



Cae Melin, Bronwylfa Road, Welshpool, SY21 7RD



01938554738



www.caemelyngrouphome.co.uk

Date of Inspection Visits: 09.04.2026 & 20.04.2026

Service Information:

Operated by:	Platinum Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
Main language(s):	English
Promotion of Welsh language and culture:	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cae Melyn Care Home is situated within walking distance of Welshpool town centre. The service provides care and support for younger adults with learning disability, mental health needs and/or developmental disability and includes two places for adults aged 65 and over. Ten people reside in Cae Melyn.

People experience good wellbeing outcomes as they are supported by a consistent, stable experienced team who know their needs well. The service promotes autonomy, choice and control, enabling people to lead fulfilling lives.

Care and Support is good, demonstrated by consistent and genuinely person centred care. Personal plans are robust, up to date and produced with people and their representatives. They clearly reflect what matters to each individual. The service works closely with external professionals to ensure coordinated holistic support.

The environment is rated good. People live in an environment which is safe. It is warm, clean and homely, with ongoing cosmetic improvements. Safety checks are completed. Bedrooms are personalised and meet people's needs.

Leadership and management arrangements supported the day-to-day running of the service and oversight of care delivery. Whilst there is no Responsible Individual (RI) in post during this inspection, interim arrangements ensure continuity of oversight and governance. Staff are confident, well trained and supported by effective policies and safeguarding procedures.

Findings:



Well-being

Good

People are supported to have as much control as possible over their day-to day lives. Well-being outcomes are good and we saw some examples of excellent practice. For example, people are consistently encouraged to make informed choices, are actively involved in decision-making and their voices are central to care planning and delivery. The service completes preadmission assessments to ensure it can meet people's needs which is clearly documented in care files. Staff support people in ways which reflect their individual needs and abilities, for example, by encouraging people to take part in daily tasks such as meal preparation and household activities. Personal plans are created with people and where appropriate, with their family members or representatives. These reflect people's preferences and are regularly reviewed to remain relevant and responsive to changing needs. Personal plans are comprehensive and clearly outline how people wish their needs to be met. People and their representatives report feeling respected and valued. Staff are consistently described as kind, compassionate and professional. One person told us, "they are always here to help, they listen and we discuss, they don't tell us what to do". Another person told us, "food is good. We choose our meals and help prepare that choice of meal".

People experience a personalised and homely environment at Cae Melyn. People told us they feel a sense of ownership and enjoy living at the service, where they feel treated with dignity and respect. Staff provide support throughout the day with sleep-in support at night and are accessible when needed. People told us they feel safe. People have access to equipment and technology which promotes physical health and independence, meaningful activities and social opportunities support emotional well-being. Activities are tailored to individual preferences and group interests, such as bike rides for those who enjoy outdoor activities and puzzles for those who prefer indoor activities. People are supported to express their views through meetings, which influence how the service operates and the provider works effectively with external partners to ensure people have access to information, advocacy and support.

People are supported to access community events which promote social connections and help develop personal skills and interests, including a planned group trip chosen collectively. The service promotes opportunities for employment, learning, social engagement and personal development, enabling people to lead fulfilling lives. People are supported to maintain relationships with family, friends and others important to them with staff supporting visit. Positive risk-taking is encouraged, with benefits and risks considered to support confidence and community involvement. People told us they know how to raise concerns if they are not satisfied, and the service user guide provides clear information on the complaints process. People we spoke with told us leadership

team is visible and approachable, with an open-door policy and complaints are dealt with promptly. They expressed confidence in the leadership and management of the service and were aware of the previous RI's retirement and the interim arrangements in place. The provider promotes the Welsh language, and while no current residents speak Welsh, a member of staff is fluent in Welsh.

There are effective safeguarding systems in place to protect people from abuse and neglect. Arrangements include training for staff, clear reporting processes and regular review of risks which support people to feel safe. People are supported to access health professionals when required and there are mechanisms in place to ensure people's voices are heard. Where people are subject to Deprivation of Liberty Safeguards (DoLS), these are legally authorised, regularly reviewed and remain the least restrictive option to keep people safe, demonstrating a strong commitment to upholding people's rights. Measures are in place to make sure equipment and facilities in the service are checked regularly.



Care & Support

Good

People receive care and support firmly centred on their needs, preferences and aspirations. Most people are independent with their personal care and where support is required, it is delivered in a compassionate, person-centred way. People are treated equitably and with dignity and respect. Their preferences and needs are clear throughout their personalised plans. People we spoke with were confident in expressing themselves and described having control over their daily routines. Feedback from people and their representatives is collected through meetings and discussions and records showed this has informed changes, innovation and improvement. The provider conducts effective assessments of whether they can meet the person's needs alongside those already accessing the service, before offering a service. Information is gathered from people or their representatives and or professionals involved. People are involved meaningfully and this builds relationships.

The effectiveness of care plans is reviewed regularly, taking account of people's experiences, progress towards personal goals and overall quality of life. Plans reflect people's emotional, physical and social well-being, support independence and dignity and focus on what matters to them, including their interests, culture, life history and protected characteristics. Staff understand people's needs well and work proactively with health professionals, including local hospitals, to manage complex health needs and maintain wellbeing. People are encouraged to explore new activities, with risks assessed appropriately and told us they feel listened to and pleased with the support they receive, which has a positive impact on their emotional wellbeing. People are supported to maintain a healthy lifestyle, including involvement in menu planning to ensure a nutritious and balanced diet, with specialist dietary needs accommodated. They are also supported to access amenities such as gyms or fitness classes to promote health and well-being.

People's rights, independence and social participation are clearly reflected in records and daily practice. People are supported to write their own daily notes and told us they enjoy doing this with staff, as it helps them feel involved in their care. People receive their medication as prescribed, in line with national guidance and the provider's medication policy, in a person-centred way that promotes independence and individuality. Medication is stored safely, errors are reported promptly to relevant professionals, staff competencies are maintained, and regular audits and GP reviews are completed.



Environment

Good

The environment is safe and secure. Appropriate identification checks are in place and a visitor signing-in book is used to ensure only authorised individuals enter the service. The provider is awaiting installation of external signage. While the building is older, it is maintained to a satisfactory standard, with ongoing improvements to enhance the well-being of people. There are two communal spaces for people to sit and socialise. Some of the outstanding maintenance issues identified previously have been addressed and further cosmetic improvements are planned and ongoing. People told us they are involved in decisions about the decoration of communal areas, corridors, bathrooms and the craft room. The craft room is complete, spacious and accessible, including space to make hot drinks and suitable access for wheelchair users.

People have choice over where they spend their time within the home and we observed people enjoying time together, including social activities such as completing puzzles. People are encouraged to maintain their independence and were observed completing everyday tasks such as laundry, loading the dishwasher, wiping surfaces and placemats, taking out bins and assisting with setting tables for meals. People told us they take turns choosing the main meal and support staff with meal preparation. Interactions between people were respectful and people were observed to respect each other's space. Outside space is safe and accessible and there is provision for people to access outdoor space in the wider community.

The service provider ensures the premises comply with current legislation and national guidance relating to health and safety, fire safety and environmental health. A fire risk assessment is in place, substances hazardous to health are stored securely and water safety checks, including legionella risk assessments, are completed. Gas and electricity safety testing is carried out within required timeframes by external contractors. There is also an effective approach to infection prevention and control, with premises and equipment kept clean and good hygiene practices in place to minimise risks to people.

Fire drills are completed regularly and people told us they feel confident participating and understand evacuation procedures, including how to access the grab file. Personal Emergency Evacuation Plans are in place and provide clear guidance to support safe evacuation in the event of an emergency. The service also meets Food Standards Agency requirements, with a current food hygiene rating of five, demonstrating good standards of food safety. Personal Protective clothing is readily available and easily accessible.



Leadership & Management

Good

People benefit from a supportive and visible leadership and management team. Whilst the application process for a new RI is ongoing, the provider has effective interim arrangements in place to ensure continuity of oversight and governance. These arrangements ensure management systems remain effective and support ongoing monitoring of the service. We expect the provider to ensure a RI is registered in a timely manner. People and their representatives told us they are confident in the leadership and management of the service.

There is evidence of regular visits and direct engagement with people by the interim leadership, providing ongoing oversight of the service. Reports demonstrate oversight and would benefit from being strengthened by greater analysis and reflection. Previous Quality of Care reports completed by the previous RI are detailed and used to monitor practice. The Quality of Care for the current year is pending. The provider uses evidence from audits, feedback and learning to drive continuous improvement, address issues promptly and recognise good practice. Policies and procedures are current and consistently implemented. Risk management arrangements are robust, with contingency plans in place to ensure continuity of care during unforeseen circumstances.

Performance, compliance and outcomes are monitored effectively through regular audits and reviews, with findings used proactively to support service improvement. The manager is visible and approachable, fostering positive relationships with people, staff and external professionals. Feedback from people, their families/representatives and other stakeholders is routinely sought and acted upon, demonstrating a commitment to learning, development and continuous improvement. Staff told us they are happy working at Cae Melyn and feel supported by the management team.

Recruitment, induction and staff development arrangements were reviewed in detail during this inspection, following the appointment of a new staff member and an area for improvement identified at the previous inspection. We found the required improvements have been made. Recruitment processes are robust, and staff receive a comprehensive induction, including shadowing and access to specialist training, alongside strong employment support. All care staff are registered with Social Care Wales, hold the required qualifications and have a valid Disclosure and Barring Service (DBS) check. Staff receive regular supervision and appraisals and told us they feel well supported in their roles. Communication within the service is effective, with clear systems for sharing information. We expect the provider to ensure a RI is registered in line with regulatory requirements to maintain robust oversight and assurance for people using 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.

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