



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cwm Coed



Abertillery



01495244388

The inspection visit took place on 26/02/2026

Service Information:

Operated by:	Riverwood Housing Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cwm Coed provides care and support to people with a learning disability in Abertillery in Blaenau Gwent.

People's wellbeing is rated as excellent as they benefit from a warm, stable, and nurturing environment where they experience a strong sense of belonging. Individuals have formed positive and trusting relationships with staff, who demonstrate commitment, consistency, and a clear understanding of their roles in supporting people's well-being.

We rated care and support as good because it is delivered in line with person-centred plans, which are reflective of people's needs, preferences, and outcomes. People are supported to follow their own routines, and a range of personalised activities promotes choice, engagement, and emotional well-being. Medication management has been strengthened, with improved systems and safer practices now embedded.

We rated the environment and leadership and management as good. The physical layout of the service further supports people's well-being by offering a comfortable, accessible, and enabling environment. Governance arrangements are effective, providing strong oversight and supporting continuous improvement.

Findings:



Well-being

Excellent

People experience a strong sense of well-being with care and support that prioritises dignity, respect, and choice. Consistent and familiar care staff demonstrate a strong understanding of each person's needs, preferences, and communication styles. Personal plans are detailed, and reflect people's uniqueness, enabling care staff provide care and support that promotes dignity and recognises what matters for each person. People are offered opportunities to engage in meaningful, personalised activities that align with their interests and preferences. Individuals are supported to maintain personal relationships and community connections, contributing to their sense of identity and belonging.

People maintain their physical and emotional health because of the exemplary support they receive from staff. The service has established strong working relationships with local mental health and social care services, which support positive and timely health outcomes for individuals. This includes District nurses, Community psychiatric nurses and Occupational therapists. The use of health passports supports consistent information sharing and helps ensure people's health needs are understood across different services as needed. This can provide vital information for people when they are unexpectedly admitted to hospital.

Safeguarding arrangements ensure people feel safe and protected. Risk assessments are in place and regularly reviewed with accidents and incidents monitored effectively. People achieve their personal outcomes in the least restrictive way, consistent with best practice and legal requirements.

Positive, trusting relationships are central to people's emotional well-being, belonging, and stability. Care staff know individuals well, as they have long-standing relationships which enables them to interpret people's communication methods and respond promptly and appropriately. Interactions observed were warm, respectful, and supportive of people's dignity and emotional needs. Relatives are complimentary of the service.

The design and decoration of the environment promote people's independence, safety, and a sense of identity. The layout supports people to move freely and confidently around the home. Individuals' rooms are personalised with meaningful items, reinforcing ownership, comfort, and a sense of belonging. The garden is well-maintained and equipment including a trampoline and hot tub offers additional opportunities for recreation and sensory stimulation.



Care & Support

Good

The service provider demonstrates a clear commitment to promoting people's wellbeing, meeting their individual needs, and delivering safe, person-centred care. Personal plans are strength-based and set out how staff should support individuals to achieve their identified wellbeing outcomes. These plans consistently reflect people's preferences, routines, and what matters to them. Records show that plans are reviewed within required regulatory timeframes.

People are supported to maintain their health and wellbeing, including attending routine health checks and health-promotion activities. Where individuals have behavioural support needs, staff regularly review support strategies in collaboration with relevant healthcare and therapeutic professionals to ensure consistency and effectiveness. Meals offer choice and are tailored to meet any specialist dietary requirements.

People are supported by skilled and competent care staff to achieve their personal outcomes through least restrictive ways possible. There are effective systems in place for the monitoring and oversight of accidents, incidents, and safeguarding concerns. Records are reviewed to identify patterns, inform learning, and support continuous improvement in the quality and safety of care. Staff receive safeguarding training appropriate to their roles and are clear about their responsibilities in recognising, responding to, and reporting concerns.

People receive their medication as prescribed in accordance with national guidelines and the service providers medication policy. Staff responsible for administering medication are appropriately trained and competent. Medication storage arrangements have been strengthened, ensuring that medicines are kept securely with records that are up to date. The effectiveness of "as required" (PRN) medication is now consistently recorded, contributing to safer and more robust administration practices.



Environment

Good

The service is welcoming, comfortable, clean and well-maintained. The property offers a variety of well-considered spaces that enable people to spend time privately or engage in activities supporting their autonomy and emotional well-being. The furniture, décor, and overall layout is appropriate for their intended use and contribute to a safe and supportive setting. People's bedrooms are personalised according to their preferences, fostering a sense of ownership and individuality.

People live in an environment that is safe and well managed. Regular environmental and health and safety checks are undertaken, and these arrangements help to identify and reduce potential risks. Records demonstrate routine testing of utilities and equipment is carried out in accordance with regulatory expectations. Fire safety arrangements are robust: systems are tested regularly and Personal Emergency Evacuation Plans (PEEPs) are in place, clearly outlining each person's support in the event of an emergency. Routine fire drills ensure staff are prepared and confident in emergency procedures. This ensures any issues are addressed efficiently and supports a safe, clean and secure living environment where people can feel confident and reassured.

Overall, the environment is clean and well maintained, supporting good hygiene practices. However, the service does not currently hold a Food Standards rating; the Responsible Individual (RI) confirmed that an inspection from the local authority is pending. Infection prevention arrangements include secure storage of hazardous substances, with COSHH items kept in a locked cupboard. Cleaning routines are ongoing, although written documentation would benefit from further strengthening to improve oversight and allow more effective monitoring and evaluation of cleaning practices. We noted this did not have an observable impact on peoples lives.



Leadership & Management

Good

The service provider has well established governance systems in place to monitor quality, safety and regulatory compliance which contribute to the efficient running of the service. The service is led by an experienced manager who has sound knowledge of the service, having worked within it for a considerable time. They support a well-trained, dedicated staff team. The RI maintains clear oversight of the service and is routinely visible and engaged in monitoring its performance.

We found that effective management and audit systems are in place, which support ongoing development. A range of audits are routinely completed to assess the quality and safety of the service. Accidents, incidents and complaints are recorded, monitored and analysed to identify patterns and inform learning. Regular staff meetings ensure workers are kept informed and updated. The RI undertakes routine visits to the service, gathering people's views and using this feedback to inform service development. A six-monthly quality of care review is completed as required with recommendations used to drive improvement. An action plan is drawn up from any recommendations made.

Robust selection and vetting processes support the safe recruitment of staff. Pre-employment checks are completed in line with regulatory expectations, and systems are in place to ensure staff maintain an up-to-date registration with Social Care Wales, the workforce regulator.

Staff benefit from clear induction, ongoing supervision and regular access to training that is relevant to the needs of the people they support. New staff complete a structured induction programme, including mandatory training with access to organisational policies. This equips them with the knowledge and skills required to deliver consistent, person-centred support that promotes people's personal outcomes. Opportunities for continuous professional development strengthen practice, enhance staff confidence and ensure they are equipped to respond effectively to people's changing needs.

People benefit from a stable and consistent staff team who know them well. This continuity supports the development of positive relationships, promotes a sense of safety and contributes to enhancing people's everyday experiences. Staff told us they enjoy working at the service, feel valued and are well supported in their roles. This positive culture underpins the delivery of high-quality care and supports good outcomes for individuals 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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