



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Thomas Gabrielle General Nursing & Dementia Residential Home



Victoria Street, Cwmbran, NP44 3JP



01633 868241

The inspection visits for this service took place between 14/05/2026 and 20/05/2026

Service Information:

Operated by:	Virgo Care Homes Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	73
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:

People living at Thomas Gabrielle are accommodated in two buildings: one supporting people requiring nursing care the other for people living with dementia. Each is managed by an experienced manager who is supported by an established staff team. The service is in Old Cwmbran, with good access to the town centre and local amenities.

People's Wellbeing is excellent. People are safe and happy living at the service. Feedback from relatives, staff, visitors and professionals is consistently positive. A range of meaningful activities is available, including visits to the local community which supports social inclusion. Staff interactions are observed to be kind, caring, and committed to delivering person-centred care and support.

Care and support is excellent. The service works collaboratively with GPs, community nursing teams, and pharmacy services to support positive health outcomes. Effective health monitoring of individuals ensures their health needs are met with timely access to healthcare when necessary.

Relatives are kept well informed and have opportunities to contribute to care planning and reviews.

The environment is good. It is welcoming, comfortable, clean, and well-maintained, providing a pleasant setting for people living at the service. The premises are suitably equipped with aids and equipment that promote independence and support people to maintain their daily living skills. Dementia friendly approaches support people's orientation and general wellbeing in the service accommodation people with dementia.

Leadership and management is excellent. There are well established systems in place that support the safe and efficient day-to-day running of the service. Staff recruitment processes are robust which further safeguards people. Staff are trained and receive on-going development to perform their duties competently. The Responsible Individual (RI) has good oversight of the service maintaining a clear understanding of performance, quality, and compliance. There is evidence of forward planning, including succession arrangements to support the sustainability and continuity of the service.

Findings:



Well-being

Excellent

People are supported to have as much control as possible over their lives and to understand their rights and entitlements as much as they are able. Personal plans are detailed and include information on individuals' routines, likes and dislikes, enabling staff to provide consistent, person-centred care. People are supported to maintain their independence in line with their abilities. For example, making everyday choices, such as selecting clothing, deciding on food and drink options, and choosing whether to participate in activities. The service supported people to exercise their civic rights during the recent elections, further reinforcing their inclusion and wellbeing.

People are treated with dignity and respect by staff, who demonstrate kind, sensitive and compassionate interactions. Feedback from individuals, relatives, staff and visitors indicates a high level of satisfaction with the quality of care and the ethos of the service. One relative told us, *"Staff commitment is amazing every patient is treated with love, care and dignity always."*

People are encouraged to express their views, preferences and any concerns, helping to reinforce a positive, inclusive culture within the service. Feedback from people and their relatives indicate that individuals feel safe living at the service. Arrangements are in place to safeguard people. Where an individual lack capacity to make specific decisions, these are made in their best interests, in line with legal requirements. People are informed about how to raise concern and information is accessible to support this. People are confident that their voices will be heard and acted upon.

People are supported to maintain meaningful relationships and connect with family and friends. Visiting arrangements are flexible, enabling individuals to sustain important personal connections. Some people use technology to maintain contact where face-to-face visits are not possible. Individuals are offered a range of opportunities to participate in meaningful activities, both within the service and in the wider community, including shopping trips, social outings and dining experiences. A relative told us, *"My loved one's quality of life has improved no end since moving into Thomas Gabrielle. All the staff are very accommodating and make her and family very welcome. She enjoys the activities, the outings, shopping and for meals. They make you feel like you are part of a big family."*

People experience positive outcomes because the accommodation meets their needs and they feel a strong sense of ownership. The service comprises of two separate properties which are designed and adapted for care to be delivered in a way that supports people with differing needs safely and effectively. The general nursing environment has suitable adaptations to support people with varying levels of need. There is sufficient space to accommodate specialist equipment where required, ensuring people receive appropriate care and support. Dementia-friendly approaches are evident, including clear signage and the use of memory boxes to support orientation and personalised care for people living in the dementia unit. A relative reported, *"My mother receives*

excellent care, and the staff are always there to help, offering us a cup of tea when we visit. This is something my mother would always have done when we visited her at home.”



With few exceptions people experience high-quality person-centred care. The provider ensures a person's needs can be met along with people already living at the service before offering them a service. Pre-admission assessments are comprehensive and involve engagement with the individual, their family, and other relevant professionals to gain an understanding of needs and preferences. People benefit from opportunities to familiarise themselves with the service through respite stays.

People receive exceptional care and support due to their involvement in the care planning process. People's plans are strength based and reflect individuals wishes, preferences and routines ensuring support is delivered in a way that promotes choice, dignity, and independence. Outcomes for people are exceptional because care staff know them extremely well. Continuity of care enables staff to recognise changes in an individuals' presentation and respond promptly.

The service provider has strong, established links with mental health, health and social care services resulting in people experiencing excellent outcomes. People benefit from coordinated access to GP services, local pharmacy support, and community healthcare professionals such as opticians and dentists. This collaborative approach ensures emerging health needs are identified and addressed promptly which contributes to positive outcomes for individuals. This provides strong assurance that people's health needs are monitored and managed effectively, leading to improved outcomes and sustained wellbeing. One professional told us, *"Good communication between management / staff and liaising with district nurses and GP."* Whilst another said, *"I have witnessed staff members with clients in the home who always attend to them with the upmost care."*

The service has effective arrangements in place to support the safe management of medicines. People receive their medication as prescribed, supported by an electronic medication system which reduces the risk of missed or delayed administration. Medicines are stored safely and securely. Staff responsible for administering medication are suitably trained ensuring safe practice. Regular internal and external audits are undertaken to monitor and improve medication management processes providing further assurance that systems are robust.

People are protected by high standards of hygiene practices which comply with legislation. Cleaning regimes are robust, and standards of hygiene throughout the home were observed to be good. Both properties have achieved a Food Standards Agency hygiene rating of 5, demonstrating excellent hygiene practices. Mandatory infection control training is in place for staff, supporting safe and consistent practice. In addition, sufficient infection control supplies were readily available, enabling staff to maintain high standards of hygiene and reduce risks to people receiving care.



Environment

Good

People benefit from a warm, comfortable and welcoming environment which promotes a sense of belonging and well-being. The service provider ensures suitable furnishings, equipment and adaptations are in place to meet people's assessed needs. Bedrooms are personalised to reflect individual tastes, with personal keepsakes and family photographs evident, reinforcing people's sense of ownership and identity. Facilities support people to maintain independence wherever possible, while enabling staff to deliver care safely and effectively. The environment includes safe, attractive outdoor areas, providing opportunities for people to access fresh air and engage socially.

A separate building supporting people living with dementia incorporates design features that enhance orientation and independence, contributing to a supportive and enabling living space. It adopts dementia friendly approaches, including smaller community style living arrangements, which promotes familiarity, reduced anxiety and meaningful social interaction.

Risks to health and safety are effectively identified and reduced through established monitoring, auditing and maintenance systems. A recent review of the fire risk assessment had been completed, and Personal Emergency Evacuation Plans (PEEPs) were in place to support people in the event of an emergency. The RI is following up the inclusion of PEEPs in the emergency grab bag with the fire service.

Systems are established to ensure environmental issues were identified promptly and addressed in a timely manner. Management demonstrate effective oversight of the environment through regular audits, maintenance processes and engagement with internal and external maintenance support. Systems ensure that repairs and improvements were completed promptly. The provider's commitment to maintaining high standards is reflected in the quality of the environment, hygiene ratings and continuous review of safety measures, supporting positive outcomes for people living at the service.



People have high levels of confidence in the service provider because leaders promote a strong positive culture. Leaders are visible and approachable, acting as positive role models and setting clear expectations for staff practice and conduct. The management structure is well established, with both managers bringing relevant experience, they are supported by a stable and committed staff team. Feedback highlights a warm, family orientated atmosphere within the service, contributing to people's sense of belonging and wellbeing. There is clear evidence of a shared commitment across the service with staff demonstrating passion and pride in the care and support they deliver. This positively impacts outcomes for individuals and reinforces a person-centred culture. The provider places a strong emphasis on wellbeing, fostering a culture where high standards of care are maintained and continuously reviewed. A relative told us, *"The management and staff are like one big family with their main aim of ensuring that all the residents are treated with care, compassion, respect and above all dignity."*

Leaders engage residents, their relatives, staff and professionals in quality assurance processes valuing their feedback to drive and improve the service. The provider uses audits of all aspects of the service to monitor practices. The Responsible Individual (RI) meets regulatory requirements through regular visits to the service, demonstrating effective oversight and supporting ongoing quality assurance and governance arrangements.

The provider demonstrates a strong commitment to sharing information with relevant agencies about events in the service, fostering transparency and accountability in line with duty of candour.

People experience excellent outcomes because of the provider's strong commitment to ensuring sufficient numbers of skilled, competent and knowledgeable staff. There are effective systems to monitor individuals' dependency levels, enabling staffing levels and skill mix to be reviewed and adjusted in response to changing needs. Staff told us what works well at Thomas Gabrielle. They said, *"The service works well as a whole. The environment is warm and caring, management are supportive, and staff work well together. This creates a positive atmosphere where residents feel safe and well cared for."*

"The working environment is so homely and welcoming. The whole team, from domestic, kitchen, care staff and management genuinely have the same work ethic. At every level, we all have the same aim, to provide a home that is supportive and caring, that enables residents to live their lives as independently as possible"

"All members are trying to give their best to the care home. The culture within the organization is always concerned about residents and employees in a positive way. Everyone is a team player. Management of the company is really flexible and they listen for others opinions and respect it. They go beyond their role to make things right and keep everyone on right track."

"Having worked at Thomas Gabrielle for years, I have seen first hand how dedicated our team is."

The staff treat residents like family, offering personalised support with dignity”.

“Teamwork, good communication with all staff and family. Very high standards of care, everyone is friendly and approachable.”

Robust recruitment and vetting processes are in place, supporting the safeguarding of individuals and ensuring staff are suitable to work within the service. Staff report feeling well trained and supported in their roles, which enables them to deliver safe, effective and person-centred care and support. Staff demonstrate an understanding of safeguarding procedures and have received the necessary training to recognise and respond to concerns promptly. The provider demonstrates forward planning in relation to workforce development, including creating opportunities for staff to undertake nurse training. This proactive approach supports the sustainability of the service and ensures it is well placed to meet future needs.

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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