



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Safe Haven Care and Lodges Ltd



Safe Haven Care Lodges Ltd, Ty Hafod Tudor, Hafod Tudor Terrace,
Newport, NP11 7QQ



01495 271012



<https://www.partnershipofcare.co.uk/>

The inspection visit took place on 18/05/2026

Service Information:

Operated by:	Safe Haven Care Home and Lodges 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:	5
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

Excellent



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Safe Haven Care and Lodges is a small residential service based in the Wattsville area of Newport. The service can support up to five residents with needs associated with mental health, physical disabilities, learning disabilities and autism. The service is set in a rural area within a large woodland area. The service has good transport links to Caerphilly, Blackwood and Newport.

Well-being is excellent. People are supported to communicate their needs and preferences in ways that suit them. Their wishes are listened to and responded to positively, which supports their well-being. People are encouraged to take part in activities they enjoy and be active in their community. Care and supported is good. People are supported with detailed, strengths-based personal plans, ensuring care workers provide support in ways that people are comfortable with and that reflect their preferences.

The environment is excellent. People have been fully involved in designing spaces which are important to them, and the service meets their individual needs well. Leadership and management are good. Effective oversight processes are in place, and care workers are well supported by managers within the service.

Findings:



Well-being

Excellent

People are supported to live safely whilst maintaining control over their daily lives. There are individual risk assessments in place which are reviewed regularly alongside personal plans, supporting a positive approach to risk management. People have access to a range of information in accessible formats appropriate to their needs, including guidance on safeguarding, complaints and advocacy. This supports people to understand important information which promotes their safety and promotes choice and independence.

The service has introduced communication approaches to support people's ability to communicate and understand. This is evident in daily routines and has enhanced people's ability to make choices. Personal plans reflect people are encouraged and supported to express preferences, with care workers actively promoting choice and decision-making. People's preferences are listened to and acted upon, including requests for outings such as meals in the community. This supports a sense of belonging and value.

People are supported to achieve their personal outcomes. However documentation in place does not always capture what goals people are working towards.

People are supported to understand how to raise concerns in ways which reflect their individual communication needs. The service has clear and robust safeguarding policies and procedures, which outline the actions staff must take in response to any concerns. We saw records demonstrate these procedures are followed in practice, providing assurance that safeguarding processes are implemented effectively.

People are supported to maintain relationships with those important to them, including family members and friends. Care workers encourage and support people to make choices about when and how they connect with others, including facilitating visits and telephone contact. Information about the people and relationships which matter most to individuals is clearly recorded within personal plans. This helps ensure these connections are recognised, valued and consistently supported by staff.

The service is working towards the Welsh Active Offer. Key documentation can be provided in Welsh where required, and people are asked if they would like to communicate in Welsh. The service promotes Welsh culture by recognising and celebrating key cultural events, creating meaningful and inclusive opportunities for people to participate and enjoy shared experiences.



Care & Support

Good

People have individual personal plans in place. These are comprehensive, person-centred and clearly reflect people's history, preferences, interests and personal background. This information provides a meaningful introduction to the person and supports care staff to develop positive and respectful relationships. The personal plans adopt a strengths-based approach, outlining what people can manage independently alongside areas where support is required. This promotes independence while ensuring that appropriate support is provided in a consistent manner. Plans include guidance for staff on how best to support individuals in situations where they may experience difficulties or distress. This includes clear guidance for care workers of ways they can communicate as well as appropriate actions for staff to take to ensure people are supported safely and effectively. Some inconsistencies were identified within the sample of personal plans reviewed during the inspection, where information was not always presented consistently across all plans. Personal plans are reviewed regularly, including when people's needs change. This includes recording what changes have been made which allow the service provider to keep track of people's changing needs over time. The service does not currently record how people, their families or representatives are involved in the review process.

The service provider has recently implemented an electronic recording system, and all care workers are familiar with its operation. Personal plans are stored on this system, and care workers use electronic devices to access plans and complete daily records. Records are updated each shift, with care workers documenting observations, including activities undertaken or declined, as well as people's mood and general wellbeing.

A medication policy is in place, clearly setting out expectations for the safe administration of medication. Each person's medication is stored securely. An electronic medication administration record (eMAR) system is used, supporting care workers to administer medication safely and accurately.

Appropriate arrangements are in place to maintain high standards of hygiene and infection prevention and control. Care workers are responsible for completing regular audits to monitor and sustain cleanliness and hygiene within the service.

Relatives of people at the service told us they have "*Nothing but praise*" for care workers, and also "*I wouldn't want [my relative] anywhere else*". Visiting professionals also told us they have observed positive interactions and positive working relationships between people and care workers.



Environment

Excellent

The service has recently undergone significant refurbishment, resulting in a fully redecorated and remodelled environment. People were meaningfully involved in the redecoration process, particularly in choosing the theme and design of their bedrooms. Bedrooms have been designed to meet people's needs while reflecting their personal tastes and preferences. Significant efforts were made to ensure people were able to express their views meaningfully and have a genuine voice in the design of their personal spaces. This included providing colour samples for people to choose their preferred options, and supporting them to shop for lighting and accessories to complement their chosen designs. They were actively involved at each stage of the refurbishment of their rooms, and their views were listened to and acted upon, ensuring the spaces reflected their preferences and needs. Each room is personalised, with items such as photographs, keepsakes and people's own craft work on display, promoting a sense of ownership and identity within the service.

The service benefits from a large outdoor space, which is divided into a main garden area and a smaller patio-style area. Both areas are secure, with appropriate fencing around the perimeter. Seating areas are available, allowing people to enjoy views of the surrounding local area. The garden includes a range of features such as plants, flowers, ornaments and outdoor games, contributing to a welcoming and homely atmosphere. There is a nearby woodland path next to the service which people access if they choose to.

There is a selection of communal areas available, providing people with choice about where they spend their time. These include a dining area, a main lounge and a smaller, quieter lounge space. All communal areas are homely and welcoming, with comfortable furnishings throughout. Furniture is suitable for people's needs and preferences, and the service responds promptly when additional items or adjustments are required. The service also benefits from two kitchens - a main kitchen used for general meal preparation, and a smaller kitchen where people can prepare their own meals and snacks in a quieter environment if they prefer.

All required safety certificates are in place. There are regular health and safety checks to ensure the ongoing safety within the service. Serviceable equipment is checked and regular audits are also completed to ensure the ongoing safety of the service. The service has a Food Standards Agency rating of four, so people can be assured of good standards of food preparation.



Leadership & Management

Good

The responsible individual (RI) and management team demonstrate a clear commitment to strengthening governance arrangements and maintaining oversight of the service. There is an established audit framework, undertaken by different team members, which represents positive practice and is being well-embedded. The introduction of a culture audit is particularly effective in capturing how the service operates in the absence of managers and provides assurance around the consistency and quality of care delivery.

The service actively encourages feedback from care workers through its 'Tell Us Anything' system. This enables staff to share their views and experiences, both positive and negative, and can be completed anonymously if preferred. We saw evidence concerns raised through this process had been responded to appropriately, with clear actions taken by the RI. This approach promotes a culture of openness, transparency and continuous improvement.

There are safe recruitment processes in place, with all new care workers completing a Disclosure and Barring Service (DBS) check prior to commencing employment. The service should strengthen its approach to obtaining a full employment history at the recruitment stage; however, we were assured that the RI has already taken action to address this.

Care workers are supported through a robust induction programme, which includes completion of mandatory training before undertaking shadowing shifts within the service. New staff also receive regular probationary reviews and supervision sessions. This ensures they are settling into their roles and are appropriately supported with any challenges they may experience. All staff receive regular supervision sessions and appraisals. These sessions follow a template which provides consistency across the staff team but prompts care workers to discuss work related matters as well as their own well-being. Care workers are encouraged to complete qualifications aligned to their role, and are registered with Social Care Wales, the workforce regulator.

The RI completes regular regulatory visits and quality of care reports. These are comprehensive and provide detailed information about many aspects of the service. Limited evidence was found of the voice of people using the service and care workers being consistently captured within the records reviewed. Overall, the reports demonstrate transparency and reflect a clear commitment to delivering high-quality care.

Care workers told us they feel *"Very well supported"* and say *"I love working here"*. Care workers are proud of the work they do and the way they support people at the service and feel the service provider are *"Very person centred"* and *"Put many things in place to ensure people's safety."*

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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