



Hermitage House Care Home Limited



The Hermitage, Salop Road, Welshpool, SY21 7EP



01938 554324



www.hermitagehome.co.uk

The inspection visit took place on 5th March 2026

Service Information:

Operated by:	Hermitage House Care Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	33
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:

The Hermitage residential care home is situated in Welshpool. It is close to the town centre, hospital, doctors and other local amenities.

Wellbeing is good. We found people to be safe and happy. Staff have good relationships with people, relatives and professionals visiting the service. People are supported to maintain their physical, mental health, and emotional well-being.

Leadership and management are good. The manager is experienced, approachable and available to staff, visiting professionals, residents and their representatives. The manager continues to look for creative ways to improve the service. People have high levels of confidence in the service provider because leaders make sure there is a very strong positive culture that is supportive, inclusive and respectful.

Care and support are good. People are protected from harm and abuse. People's medication is safely managed. Personal plans are good, informative, comprehensive and person centred. They

contain care plans and risk assessments for a range of areas, including personal safety, communication, personal care and mobility.

The Environment is good. The home is safe, warm and clean and located near to the town centre. People say they feel comfortable and happy and can choose different areas to use. The provider makes sure the building and environment complies with current legislation and national guidance in relation to health and safety, fire safety and environmental health.

Findings:



Well-being

Good

People are supported to maintain their physical, mental health and emotional well-being. Personal plans are good, strength based and individualised focussing on people's physical and mental health and emotional well-being. Risk assessments are detailed, providing clear guidance for care staff to follow. We found care staff were exceptionally caring, respectful and receive good training in areas such as falls prevention, oral care, medication and maintaining good hydration and nutrition. We were told by a carer, *"we're family orientated. That's important. We treat people like our family. We're small."* We saw the service has established strong links with health and social care professionals, drawing on their expertise when needed.

People live healthily and safely with control over their lives. Care staff are recruited safely and robust background checks completed prior to employment starting. All new care staff engage in a period of induction and shadowing with experienced colleagues. Care staff receive training in protecting vulnerable adults and the service provider has comprehensive policies and procedures in place to support this. Care staff have good knowledge of their responsibilities regarding safeguarding people and know how to report any concerns they may have. People's personal plans are strength based and outline how care staff should support people to achieve their well-being outcomes. People and if appropriate, their relatives are integral in the development and review of personal plans.

People are supported to cultivate safe and healthy relationships. We saw care staff and people engaging at mealtimes. It was also a time where people were sitting together in groups socialising with each other. Relatives and friends were encouraged to visit. We were told by a relative, *"I'm very pleased with my full access"* and *"Its lovely here."*



Care & Support

Good

Care staff are supportive and engage with people in positive ways, to remain healthy. Care staff have been through the provider's thorough recruitment process. Team leaders oversee care staff to make sure they are meeting people's needs. All care staff receive support and training and can access policies and procedures to understand their responsibility to protect the people they support.

Personal plans are good, informative, comprehensive and person centred. They contain care plans and risk assessments for a range of areas, including personal safety, communication, personal care and mobility. These are regularly reviewed by the manager in a timely manner.

People have access to the relevant health and social care professionals and referrals for specialist advice are made in a timely manner. People's health care is clear, comprehensive and up to date in personal plans and easy for care staff to understand how best to support people.

Care staff support people's individual outcomes, although we found little recorded evidence that the outcomes were achieved in the plans. This includes attending a range of activities such as going to the shops, the garden, gardening and a regular trip on the local canal. Some people enjoy reading in their room and care staff encourage and facilitate this.

The manager recently introduced a 'tree of life'. This allows people to nominate a wish or an objective, which is displayed on the tree. The care staff then try to help the person achieve that wish. This was displayed within the service and helped to create the homely atmosphere that we found.

People receive medication in a safe, person-centred way. We saw well-informed personal plans regarding medication. These are supported by clear and consistent medication management protocols. Medication is only administered by trained staff that have their competencies checked by senior staff. We saw care staff administering medication in a safe manner tailored to the preference of the individual.



The home is safe, warm and clean and located near to the town centre. People say they feel comfortable and happy and can choose different areas to use. There are various communal areas and a garden where people can spend time relaxing with friends and relatives. The garden has an outside seating area giving people the opportunity to enjoy the warmer weather and the provider intends to further develop this space. A relative told us, *"The outside area is lovely, cared for and teeming with flowers."* The provider also arranges trips to nearby places of interest and beauty in the community. This includes a regular trip to travel the local canal on a narrowboat.

All rooms are very light and spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. The home was very clean throughout. There was a dedicated domestic team in place who engaged well with people living at the service.

Good infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and the manager completes regular audits of the environment.

The provider makes sure the building and environment complies with current legislation and national guidance in relation to health and safety, fire safety and environmental health. Maintenance staff perform daily and monthly checks on the building and equipment and they complete repairs promptly to promote safety and well-being. They also ensure regular servicing and maintenance of facilities and equipment.



Leadership & Management

Good

There is strong, experienced leadership and a supportive management team in place. There are enough care staff and a stable team with several having been in position for many years. Care staff are visible throughout the service and people told us they receive support when they need it. The manager is approachable and available to staff, visiting professionals, residents and their representatives. One family member said, "*The manager is excellent.*"

The manager continues to look for creative ways to improve the service. People have high levels of confidence in the service provider because leaders make sure there is a very strong positive culture that is supportive, inclusive, and respectful. The manager is a visible role model who guides the strategic direction of the service. This is making a significant difference to both people and care staff working at the service. People told us, "*It's a great team; we are like one big family*". We spoke to several care staff who confirmed there are strong supportive arrangements in place which continues to have a positive impact on their wellbeing.

The service provider has strict selection and vetting processes for recruiting care staff to make sure all care staff are qualified and trustworthy. We saw all staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. We found care staff files to be a very high standard and well organised with all the appropriate information made easily available for us to view.

There is very good oversight of the service and strong governance in place. There are established systems that provide effective quality monitoring and audits of care and support provided.

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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