Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Channel View Residential Care Home

317 Barry Road, Barry, CF62 8BJ

01446 736277

www.cehealthcare.co.uk

The inspection visits for this service took place between 21/09/2026 and 16/10/2026

Service Information:

Operated by:	Cheerful Elegant Healthcare 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:	11
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Channel View is a care home in Barry providing care and support for people living with mental health conditions, learning disabilities and associated needs.

Well-being is good because people are supported by familiar care staff to maintain their physical and emotional well-being. Advocacy services are available and people are encouraged to share their views and experiences through regular surveys and resident meetings, ensuring their voices are heard.

Care and support is good because the provider assesses people's needs and personal outcomes before they move into the service, ensuring they meet their needs safely. Personal plans are strengths-based and reflect people's preferences, routines and beliefs.

The environment is good, as people told us they like their bedrooms and benefit from an environment which supports them to achieve their personal outcomes. While we identified some areas requiring improvement, the provider responded promptly to concerns and continues to make progress in strengthening the management of risks to people's health, safety and well-being.

Leadership and management is good. Care staff speak positively about the support they receive

and opportunities for learning and development. While governance and oversight arrangements are in place, improvements are needed to strengthen auditing and monitoring processes and support continuous improvement.

Findings:

Well-being — Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. People told us they like their care staff, and we observed positive interactions between people and care staff.

People are supported to take part in activities which promote their well-being, social inclusion and enjoyment. A communal activity planner is in place, and during the inspection, we observed people enjoying board games together. Other people told us they enjoyed watching television and spending time in their bedrooms, which is respected. Care staff support people to access their local community in groups, and the provider told us people are also offered opportunities for individual activities. The provider acknowledged opportunities to further strengthen activity records to better demonstrate people's participation, and the positive impact meaningful activities have on their well-being and personal outcomes. Consideration was also given to engaging with external organisations to further broaden and enrich the range of opportunities available within the home.

Records show the provider is promoting independence where appropriate examples include completing laundry and assisting with the food shop for the home. Continued development of this approach will help people maximise skills, confidence and personal outcomes.

Advocacy services visit the home, offering people opportunities to express their views and discuss any concerns. People have access to a guide to the service and told us they feel able to raise issues with care staff and the management team. Relatives told us they can visit or contact the home whenever needed, and care staff recognise the importance of these relationships for people's well-being. People are supported to participate in resident meetings, and we saw evidence suggestions made by people, including those relating to food choices, are considered and acted upon.

People's right to make their own choices and take informed personal risks is promoted through the positive culture within the service. This is reflected in personal plans and supported by positive feedback from people. One person told us care staff are *"very helpful"* and they feel "*comfortable*" living in the home.

Care & Support — Good

People receive consistently good quality care and support because care is delivered in a way which promotes the development of routine and structures for people in line with their needs and preferences. We observed people exercising choice and control over their daily routines, including deciding how they wished to spend their time and when they preferred to have their meals.

People are referred for appropriate care and treatment at the right time, and recommendations made by health professionals are implemented as directed. We observed effective diabetes management, supported by clear guidance in place for care staff, helping to promote positive health outcomes and ensure any changes in people's condition are identified and responded to promptly.

People's personal plans are clear and detailed, helping to ensure they receive the care and support needed to achieve their identified outcomes. People are encouraged to take positive risks through strengths-based risk assessments, which are regularly reviewed to reflect their preferences, abilities and needs. Daily routine plans and personal profiles describe people's strengths, aspirations and personal outcomes. The provider recognises the importance of involving people in reviews of their care and support and has already identified opportunities to strengthen this aspect of practice, ensuring people influence decisions and outcomes which are important to them.

Care staff consistently record key aspects of people's care and support, including personal care, medication administration, bedroom cleaning and welfare checks. We identified opportunities to further strengthen daily records by including more detail about people's emotional well-being, engagement in activities and social interactions, particularly for those who choose to spend significant periods of time in their bedrooms. This would provide a more comprehensive record of the care and support people receive and further support effective care review and monitoring arrangements.

The provider employs a cook who prepares nutritious and balanced meals guided by a planned menu. People told us they enjoy the food and can request alternative options when they wish. Care staff effectively monitor food and fluid intake, respond promptly to any changes identified and were knowledgeable about people's dietary needs. We found the kitchen was clean and well organised and the service has achieved a Food Hygiene Rating of 5 ('Very Good').

Health professionals carry out regular medication reviews to ensure people receive medicines which meet their individual needs. The service manages, administers and stores medicines safely

and securely, supporting positive outcomes and helping to promote people's health and well-being.

Environment

Good

People enjoy access to a variety of communal and private spaces where they can spend time alone, socialise and welcome visitors. We observed people moving freely around the service, choosing where they spent their time and engaging positively with care staff and others in a calm and settled environment.

Bath and shower facilities promote people's choice, dignity, comfort and independence when receiving personal care. Stair lifts are available on each floor to support accessibility, and we observed people using these independently. The home was clean, free from malodour and stocked with sufficient Personal Protective Equipment (PPE) throughout.

People told us they were happy with their bedrooms, and the provider ensures people have suitable furnishings and equipment to meet their needs. We discussed opportunities to further personalise some bedrooms and increase storage options where required to enable people to safely keep items which are important to them.

Outdoor spaces were accessible to people living at the home. While these areas are available for use, garden areas would benefit from further maintenance to maximise opportunities for people to enjoy the outdoor environment. The home was warm, comfortable and appropriately lit. Although generally well maintained, some areas would benefit from redecoration and maintenance to further enhance the environment. Personal Emergency Evacuation Plans (PEEPs) were in place, and the service completes regular fire drills. We discussed opportunities to further strengthen fire safety arrangements, which the provider is acting upon.

Environmental health and safety oversight requires further strengthening. During the inspection, we identified a number of issues relating to window safety, fire safety oversight, the storage of hazardous substances and property maintenance. The provider acted promptly to address the immediate concerns and provided assurances outstanding actions would be completed. However, the range of issues identified demonstrated existing quality assurance and monitoring systems had not consistently identified, assessed or mitigated environmental risks. As a result, we identified an Area for Improvement. The provider has already begun strengthening oversight arrangements and monitoring systems to ensure environmental risks are identified and addressed promptly.

Overall, people benefit from a safe and well-maintained environment which supports their well-being and quality of life. The provider's prompt response to the concerns identified and commitment

to improving oversight provides assurances environmental health and safety arrangements are being strengthened.

Leadership & Management — Good

The Responsible Individual (RI) is visible within the service and actively seeks feedback from people and care staff to inform six-monthly quality of care reviews. Accident and incident records sampled demonstrated care staff report concerns appropriately and take suitable action in response. The provider maintains a safeguarding tracker, and information reviewed showed appropriate action had been taken to help safeguard people. We discussed opportunities to strengthen the analysis of accident, incident and safeguarding information to better identify patterns, emerging risks and opportunities for service improvement.

Governance, auditing and oversight arrangements require improvement. Although quality assurance systems were established, they had not consistently identified a number of issues found during the inspection, including areas for improvement within daily records and environmental health and safety concerns. We also found inconsistencies within some governance records, which reduced clarity regarding when reviews had been completed and actions progressed. Governance processes would benefit from more robust analysis of findings, risks, trends, outcomes and lessons learned, alongside clearer recording of actions, timescales and outcomes. We have identified this as an Area for Improvement to strengthen governance, auditing and oversight arrangements, support more effective oversight, drive continuous improvement and help ensure people consistently receive safe, high-quality care and support. The provider had already begun taking action to strengthen governance arrangements and improve the effectiveness of monitoring systems.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care staff to deliver care and support. Care staff told us they enjoy their roles and feel well supported. This is reflected in good workforce retention, which helps provide continuity of care for people living at the service. Care staff complete training relevant to their roles, are registered with Social Care Wales the workforce regulator and are subject to appropriate recruitment checks. Care staff have regular one-to-one supervision sessions with their line manager and an annual appraisal to provide feedback and identify training needs. The provider's policies and procedures are appropriate to the needs of the people supported and are understood and implemented by care staff. The provider submits notifications to relevant agencies when significant events occur within the service, helping to safeguard people from harm.

On balance, people experienced positive outcomes. While we identified an Area for Improvement in relation to governance, auditing and oversight arrangements, the provider has already begun taking action to strengthen governance, oversight and monitoring systems.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure people live in an environment where health and safety risks are identified, assessed and managed promptly and effectively, promoting their health, safety and well-being.	21/09/26
The provider to strengthen governance, auditing and quality assurance systems to ensure they effectively identify risks, monitor service quality, drive continuous improvement and support positive outcomes for people using the service.	21/09/26

CIW has not issued any Priority action notices following this inspection.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.