



Claremont Court Care Home Ltd



Claremont Court Care Home, 56 Pillmawr Road, Newport, NP20 6WG



01633854813

The inspection visits for this service took place between 09/04/2026 and 20/04/2026

Service Information:

Operated by:	Claremont Court Care Home 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:	36
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Claremount Court is a nursing home in Newport that provides care and support for people with nursing and complex health needs.

Wellbeing is rated Good because people experience a calm, welcoming and emotionally supportive environment. Relationships with care staff are warm and respectful, and people feel safe, valued and cared for. Personalised bedrooms, meaningful activities and positive social engagement support people's emotional wellbeing, sense of identity and quality of life.

Care and support is rated Good. People receive care from kind and committed care staff who treat them with dignity and respect. Care planning supports continuity and safety, with effective risk management and timely involvement of external health professionals. Person-centred approaches and positive problem solving promote dignity, choice and wellbeing.

The environment is rated Good, with clean, well-maintained and personalised spaces that promote comfort and safety. Communal and outdoor areas support social interaction, and systems are in place to manage health and safety risks effectively.

Leadership and Management is rated Good. The service benefits from stable, approachable

leadership, effective oversight and positive relationships with professionals. Care staff are supported through supervision, and leaders demonstrate a commitment to ongoing improvement.

Findings:



Well-being

Good

People experience a welcoming, calm and emotionally supportive environment where relationships with care staff are warm and familiar. Feedback from people indicates that they feel safe and cared for, and observations during the inspection demonstrated respectful interactions that promote emotional comfort, reassurance and dignity. People's bedrooms are personalised in ways that reflect individual preferences, life histories and interests. This supports people to maintain a sense of identity, familiarity and emotional security within their private space.

The service employs two Activity Coordinators who provide opportunities for social engagement and meaningful occupation through a planned programme of activities. Activity records for many individuals demonstrate thoughtful and person-centred practice, with care staff recording the emotional impact of activities, such as enjoyment, engagement and changes in mood, rather than simply attendance. This reflects an understanding that wellbeing is supported through how people feel and experience activities, not solely through participation.

Examples of meaningful engagement include planting, crafts, music, religious services and informal social interaction. Seasonal occasions are also recognised and celebrated, with environments decorated and activities adapted to mark events such as Easter, helping people to maintain a sense of time, tradition and shared experience. In some instances, care staff adapted activities sensitively to reflect individual interests, cultural identity and faith preferences, which has a positive effect on people's emotional wellbeing. These opportunities support people to enjoy purposeful activity, shared experiences and social connection.

Activity meetings are held to review provision, demonstrating that the service recognises the importance of meaningful engagement in supporting wellbeing. People benefit from routine, stimulation and positive interaction with others. These arrangements support people to live healthily and safely, with opportunities for choice, enjoyment and emotional expression.

Positive relationships with care staff and opportunities for social engagement support people to feel valued and maintain meaningful connections with others, both within the service and through visits from family and friends. The personalisation and suitability of accommodation further support people's wellbeing outcomes by contributing to a sense of comfort, familiarity and home. A relative told us, *"Mum was very apprehensive about living in a nursing home as she is a very private person. She now treats it as home, all staff take time to speak to her, and she feels part of a community and is thriving. Staff treat the patients as if they are their own parents."*

Overall, people's day-to-day wellbeing is supported through kind, caring, positive relationships and meaningful interaction.



Care & Support

Good

People receive good care and support from care staff who demonstrate a commitment to treating individuals with dignity, kindness and respect. Feedback from people, relatives and professionals consistently describes the service as “*caring, welcoming and homely, with staff who take time to engage with people and respond to their day-to-day needs*”. Observations during the inspection supported this feedback, with interactions reflecting familiarity and warmth.

Care planning arrangements provide a structured framework to support continuity and consistency of care. Some personal plans demonstrate a good level of personalisation, including recognition of what matters to people. Plans offer clear and practical guidance for care staff, supporting consistent care delivery across different shifts.

Risks to people’s health and safety are identified and managed through comprehensive assessments. Records show consideration of a wide range of areas, including mobility, skin integrity and nutrition. The service demonstrates responsiveness to changing needs, with evidence of referrals to external professionals such as General Practitioners and Chiropodists when concerns are identified.

Person-centred problem solving is evident in practice. Care staff demonstrate thoughtful and creative approaches to supporting individual preferences around privacy, using discreet measures to promote dignity while maintaining appropriate boundaries. This reflects positive risk management and respect for people’s rights and choices.

Care planning and review processes reflect good practice, with many plans clearly capturing people’s personalised well-being priorities and what matters to them. The service identified this as an area to embed consistently across all records and has plans in place to further strengthen how wellbeing goals, social history and outcome-focused objectives are routinely incorporated to support people’s longer-term aspirations.

Reviews are completed monthly and are supported by clear management oversight. Regular audits undertaken by the manager provide assurance that reviews accurately reflect people’s personal outcomes and any changes that arise, including how care is adapted in response to changing needs. We found that people and/or their representatives are not consistently involved in the review of personal plans, and this has been identified as an area for improvement. We expect the service provider to address this matter prior to the next inspection.

Feedback from relatives was positive. One relative told us, “*My mother has been a resident at Claremont Court for some time. She is always well cared for. She has complex health issues, but the staff are constantly monitoring her care and medication to ensure Mum is as comfortable as possible.*”

Medication administration is supported using an electronic medication administration system. This system provides strong safety features, including resident photographs, prevention of duplicate administration and clear audit trails.

Overall, care and support are delivered with care and kindness, underpinned by committed care staff and positive professional relationships.



Environment

Good

People live in an environment that meets their needs and promotes their wellbeing. The service provides a calm, welcoming and familiar setting, supporting people to feel safe, comfortable and at ease in their surroundings. Feedback from residents, relatives and professionals consistently described the home as clean, well-presented and pleasant, which contributes positively to people's day-to-day experience and overall sense of wellbeing.

People's private bedrooms are personalised in ways that support dignity, identity and emotional comfort. Personal belongings and familiar items are evident, helping people maintain a sense of continuity and ownership of their space. Communal areas were observed to be clean, tidy and well maintained, with a homely atmosphere that encourages social interaction and relaxation. During the inspection we saw people enjoying time both in their own rooms and within shared living spaces.

People also have access to an outdoor patio area, which provides opportunities to enjoy fresh air, socialise and relax, particularly during the warmer summer months. This further enhances people's quality of life and supports their wellbeing.

The home has achieved a food hygiene rating of five. There are effective systems in place to identify and manage risks to people's health and safety, including regular health and safety checks carried out by the service provider. Where more specialist input is required, the service works appropriately with external contractors to obtain additional reports and assurance.

High standards of cleanliness were strongly reflected in feedback from residents and relatives, with the service frequently described as '*Exemplary*', '*Spotless*' and consistently well maintained. This provides reassurance that effective cleaning and infection prevention arrangements are embedded into daily routines, supporting people's health and safety.

Arrangements are also in place to support the safety and security of the environment. Visitors are asked to sign in on arrival, helping the service maintain oversight of who is on the premises while supporting a safe setting for people, staff and visitors. Where maintenance or repairs are identified, the service responds promptly, helping ensure the environment remains safe, comfortable and well maintained.

Overall, the environment supports people well, with strong foundations in cleanliness, personalisation and safety.



Leadership & Management

Good

The service benefits from stable leadership and a management team that is visible, approachable and open to feedback. During the inspection, managers engaged constructively and demonstrated an openness and willingness to reflect on practice. This openness supports a culture where learning and service improvement can take place.

Staffing arrangements support continuity of care, which allows people to build consistent and trusting relationships with familiar staff. This continuity contributes positively to people's experience and supports consistent delivery of care. Care staff generally reported feeling supported with core training, and induction processes were in place to support care staff as they commence their roles.

There is evidence of systems to support oversight and governance. Quality monitoring activity is undertaken, and issues identified internally. This demonstrates that the service has mechanisms to identify learning and areas for enhancement. External professionals report positive experiences of working with the service, highlighting good cooperation with healthcare partners, clear communication, timely responses to professional advice and a willingness to reflect and improve practice.

The service has established regular relatives' meetings. The manager is proactively considering additional engagement approaches to further broaden participation, ensuring that a wider range of relatives can contribute to feedback and be involved in discussions about care and service development in ways that reflect their preferences and availability.

People and relatives consistently spoke positively about the leadership of the service. People value the support and approachability of the Manager and Deputy, and relatives described feeling listened to and respected when communicating with management. One relative told us, *"I feel that I'm listened to whenever I communicate with the manager,"* while another said, *"The management and all staff are enthusiastic, caring and hardworking. Nothing is too much trouble."* These comments reflect a strong, supportive leadership presence and positive relationships with families.

The service demonstrates a commitment to developing care staff within their roles and provides regular supervision. We found that formal annual appraisal arrangements are not in place. As a result, staff do not consistently have structured opportunities to review performance or identify learning and development needs. We told the provider this is an area requiring improvement and would expect the matter to be addressed by the time of the next inspection.

Overall, leadership and management provide a stable foundation for the service, underpinned by openness, continuity and positive external relationships.

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 service provider must ensure reviews of personal plans are outcome-focused, meaningfully involve people and those important to them, and consider whether plans need to be revised. The provider must also seek and evidence individual/representative involvement through effective and inclusive methods to ensure personal plans remain accurate, person-centred and responsive.	09/04/26
The service provider must ensure all staff receive annual appraisals in line with regulatory requirements. This must be implemented to ensure staff have meaningful opportunities to discuss performance, professional growth and development, and to support continuous improvement in care delivery.	24/07/24

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.*