



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

The Kings Rest



Abergavenny



01873821770

The inspection visit took place on 26/02/2026

Service Information:

Operated by:	Ferry Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
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

Requires Improvement



Care & Support

Requires Improvement



Environment

Good



Leadership & Management

Requires Improvement

Summary:

The Kings Rest is a care home located in the small village of Llanvetherine providing care and support to people over the age of 18.

Well-being is rated as requires improvement because the service does not consistently support people to identify their personal well-being outcomes or build on their strengths. People are treated with dignity and respect and are well known and understood by care workers. Care workers do not always have the specific information they need to encourage and develop people's independence.

Care and support is rated as requires improvement because the provider does not ensure opportunities for people to develop their independence are routinely planned. People are not consistently supported to fulfil their potential. People and their representatives are involved in personal plan reviews. Care workers know people well and have positive relationships with them. People receive support to maintain and improve their wellbeing with involvement from

professionals.

The environment is rated as good because people have freedom and personal space available, which contributes positively to their well-being.

Leadership and management is rated as requires improvement. Governance of the service is not always reliable because visits to the service are not completed by the Responsible Individual. Policies and procedures are not aligned to current legislation and national guidance.

Findings:



Well-being

Requires Improvement

People are treated with dignity and respect by a well-established staff team who understand them and know them well. However, the service does not actively support people to identify their personal well-being outcomes or build on their strengths. As a result, opportunities for people to have greater influence and participation in their lives is limited.

People's right to make choices and take informed, positive risks is not consistently promoted. People are not always supported to maximise their independence and staff do not always have specific instruction on the actions required to encourage and maintain people's independence. This is largely because personal plans do not consistently identify people's strengths, outline their well-being outcomes, nor clearly describe the actions care workers should take to support the development of independence.

People are offered some choice in day-to-day routines, such as selecting meals, engaging in activities and accessing the community. However, activities are not planned or delivered in a way that maximises opportunities to develop independent living skills, reflecting people's individual needs, strengths or outcomes. As a result, opportunities for meaningful engagement are limited, and people are not consistently supported to participate actively in aspects of their own lives.

People's emotional and psychological well-being is supported. The service fosters a culture of openness and acceptance, enabling people to express how they feel without fear of judgement. People are supported to maintain their physical and mental health, and their emotional well-being is generally promoted.

People are safeguarded from abuse and neglect. The service prioritises safety by identifying and managing potential risks, ensuring individuals live in an environment where they feel safe and protected. Systems are in place to ensure people's voices are heard, and staff respond promptly when risks are identified.

People are valued and respected as individuals. Their interests, cultural backgrounds, life experiences and important relationships are recognised by both leaders and staff, and these aspects are acknowledged as significant to each person's well-being.

People live in accommodation that meets their needs. The provider considers well-being when reviewing whether the environment continues to be suitable, ensuring people are supported in surroundings that promote comfort, safety and dignity.



Care & Support

Requires Improvement

Before agreeing to provide a service, the provider assesses people's needs and personal outcomes and considers the potential impact on those already living in the home. The manager gathers relevant information from professionals and others involved in people's care and, where possible, speaks directly with people to understand their needs and preferences. This information informs decisions about whether the service can appropriately meet people's needs and identified outcomes.

Care and support plans are co-produced with people, their representatives, relevant professionals and the provider. Outcomes for people require improvement because personal plans do not consistently identify people's strengths or well-being outcomes. People's plans do not always provide clear guidance for care workers on the actions required to promote and develop independence. Plans are not always based on what individuals can do for themselves and inconsistencies reduce confidence care workers fully understand the support people need. We expect the provider to make improvements.

The provider does not ensure people are always supported to fulfil their potential or take part in activities that matter to them. Outcomes for people require improvement because support is not planned in a way which encourages active participation in daily living, helping people develop and maintain skills. People are not routinely offered meaningful choice in how they spend their time and opportunities to promote independence are not maximised. Daily records show a limited variety of activities, with most engagement being passive and offering few opportunities for skill-building or personal development. We expect the provider to make improvements.

People are encouraged to contribute to the review of their personal plans with support and involvement from representatives. Outcomes for people require improvement because plans are not reviewed at least every three months or sooner if needs change. We expect the provider to make improvements.

Personal plans reflect people's interests, cultural backgrounds, past experiences, protected characteristics and important relationships. People experience dignified and respectful care and benefit from positive interactions with care workers. Where individuals present behaviours that may challenge, care workers provide consistent positive support that respects the dignity and rights of all involved.

People are referred for appropriate care and treatment in a timely manner, and recommendations from health and social care professionals are followed. Individuals are supported to attend health appointments and engage in health-promoting activities. People have access to a nutritious and balanced diet.

The provider ensures people are kept safe from harm and abuse, and people's liberty is protected in line with legislation. Medication is administered as prescribed. Premises and equipment are clean and hygienic, supporting effective infection control. The service holds a Food Standards Agency rating of 4.



Environment

Good

People live in their own self-contained flats, each with a lounge, bedroom and bathroom for their exclusive use. This provides them with personal space for privacy, relaxation, socialising or receiving visitors. Individuals have restricted access to a shared kitchen, which limits opportunities for greater independence around meal preparation.

People's living accommodation meets their needs and offers appropriate opportunities for independence, private meetings, recreation and daily activities. The environment is warm, comfortable and welcoming. Furnishings and equipment are suitable and reflect people's needs and preferences. Bathrooms and toilets are designed and maintained in a way that supports privacy, dignity, safety and accessibility.

The provider has systems in place to maintain and manage the accommodation and to make adjustments when needed. People are able to move around the premises easily and with confidence. Outdoor spaces are accessible from people's individual flats and offer safe, attractive areas for them to use.

Planned regular assessments of the premises would provide a more consistent method of reducing risks to people's health and safety. This we discussed with the provider who agreed to take action.

Routine maintenance and timely repairs support people's well-being and help ensure the environment remains safe, clean and fit for purpose.



Leadership & Management

Requires Improvement

Governance and performance management arrangements are not consistently effective. Outcomes for people require improvement because systems for auditing the service are not routinely reviewed, which means risks may not always be identified or managed promptly. The provider's arrangements for scrutiny and self-assessment are not robust. We expect the provider to make improvements.

Outcomes for people require improvement because visits to the service are not carried out by the Responsible Individual, limiting opportunities for oversight and quality assurance. We expect the provider to make improvements.

Outcomes for people require improvement because the provider does not ensure policies and procedures are aligned with current legislation or national guidance, and do not provide staff with sufficient direction. As a result, care workers cannot be assured they are working to current standards or best practice. We expect the provider to make improvements.

People are supported by a care workers who are suitably trained and qualified to meet their needs. The provider regularly monitors staffing levels and skill mix to ensure they remain appropriate and responsive to people's changing needs.

Recruitment processes are safe and robust. Care workers are carefully vetted before employment, and routine checks ensure they remain fit to work and maintain appropriate professional registration where required.

The provider supports staff development and leadership at all levels. Training compliance is good overall, with most care workers having completed the majority of required core training. The manager monitors training and qualifications, identifying and addressing gaps or lapsed training in a timely way. Care workers receive effective induction and have access to ongoing training relevant to the needs of the people they support.

Supervision arrangements are in place. Staff have regular one-to-one supervision at least quarterly, along with an annual review to support performance, provide feedback and identify future development 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.

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
People using the service cannot be confident the care and support provided is aligned to best practice, current legislation and national guidance, because policies and procedures have not been updated and do not provide sufficient information.	26/02/26
People cannot be sure that care workers understand the support required to help them achieve their personal outcomes because care plans do not always contain sufficient/consistent information.	26/02/26
People using the service cannot be confident the care and support they receive supports them to fulfil their potential or to do the things that matter to them and make them happy. People using the service have limited choices of how they spend their time and their support does not empower them to be as independent as possible. People do not receive care and support provision which is evidence based and relevant to people's impairment.	26/02/26
People cannot be sure there is effective oversight of the service and that systems ensure they achieve their best possible outcomes and they are not placed at unnecessary risk.	26/02/26
People cannot be sure they will receive the right support to meet their individual needs and outcomes, because personal plans are not reviewed at a frequency in line with regulations.	13/11/24

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

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