



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cartref Porthceri



Cartref Porthceri, 91 Salisbury Road, Barry, CF62 6PU



01446739438

Date(s) of inspection visit(s): 07/07/2025, 08/07/2025

Service Information:

Operated by:	Vale of Glamorgan Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	English
Promotion of Welsh language and culture:	The service provider 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:

Cartref Porthceri Care Home is based in Barry and can accommodate 30 people with residential and personal care needs. Care documentation has improved since the previous inspection and is reflective of people's care needs, wishes and are reviewed regularly. There are now systems in place for Medication management and processes are safe. The service works with external agencies and notifies the Regulator of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests. Care staffing levels are good, and care staff have good understanding of people's needs and routines. Staff receive general mandatory training with additional training carried out in specific areas. People live in an environment which is safe, pleasant, and clean with ongoing refurbishments carried out when required. Infection prevention and control processes are in place to reduce the risk of infectious diseases being spread throughout the home. There are policies and procedures in place for the smooth running of the service. The Responsible Individual (RI) visits regularly to carry out quality assurance monitoring as required. Staff recruitment is safe and pre-employment checks completed prior to commencement

of care staff.

Findings:



Well-being

Good

People are treated with dignity and respect. Care staff are appropriately trained and have the knowledge and skills to meet people's needs. Care staff know the people they support well and provide care with respect and compassion. People have the support they need to maintain their physical, mental, and emotional health and their needs are anticipated. People are involved in their care planning where possible and their likes, dislikes and preferences are included in personal plans of care. Care files are important documents which should outline a person's entire needs, and the actions required from staff to meet those identified needs. We found significant improvement in the care documentation which evidenced important information to guide care staff in relation to people's preferences, personal care needs and medical conditions.

People are protected from harm and abuse. Cartref Porthceri has a safeguarding policy in place and all care staff receive training in the safeguarding of adults at risk of abuse. The manager and RI understand safeguarding legislation and notifies Care inspectorate Wales (CIW) and the Local Authority team when required of any incidents as set out within the Regulations. The home is well maintained with improvements and refurbishments throughout. Safety checks are completed and fire safety taken seriously with Personal Emergency Evacuation Plan (PEEPs) available. Care staff are recruited safely and pre-employment checks carried out. Care staff, where required are registered with Social Care Wales, the workforce regulator. People are supported to have control over their day-to-day life. The service ensures Deprivation of Liberty Safeguards (Dols) are in place for those who cannot make decisions about their care and support.

Visitors to the service are welcomed and people are supported to maintain personal relationships with friends and family. People do things that matter to them most of the time. We were told *"I enjoy living here, I wish there was a bit more to do some days, but I am very happy."* We saw people enjoying time alone or sitting chatting in various communal areas throughout the home. The home does not have any activity coordinators, but we saw when care staff did have time, they would take this opportunity to sit and spend quality time with people. At the time of this inspection, we observed essential building works being undertaken, however, this had been carefully planned and did not impact the people living, visiting, or working at the home.



Care & Support

Good

People receive care and support at the right time. We found staffing levels sufficient to meet the needs of people and call bells were responded to in a timely manner. Personal plans of care have improved and contain detailed information about people's needs and how they should be met. The documentation is supported with risk assessments if required and reviewed regularly. We discussed with the manager where further improvements could be made. Medication processes within the home have improved and we saw medication is stored safely and administered correctly. All documentation regarding medication administration records (MARs) at the home are regularly audited to ensure improvements are maintained. We saw evidence in care files of support from other visiting professionals such as GP and dietician. Applications are made, and records in place, in relation to (DoLS) for people who do not have the ability to make decisions about aspects of their care.

People have a voice to make choices about their day-to-day care. We saw staff responding promptly to people's needs throughout the visit. People are assisted in a timely manner with dignity and respect, and we saw people acknowledged and engaged to ensure their emotional needs and wishes were met. Care staff have a good understanding of people's needs and engage with people positively. People spoke positively of care staff. Comments included, *"Couldn't ask for more really"* and *"Staff are very kind here, they are all very good."* Staff organise activities within the home most days. Special occasions are celebrated, and garden parties organised in the warmer weather. External entertainment including singers and exercise classes are held most weeks at the home as well as bus trips to the seaside.

People have a choice of meals and drinks to support their nutritional needs and told us the meals are overall very good. We observed the lunch time meal experience and saw people enjoying the various meals and snacks provided throughout the day. Care staff and kitchen staff have a good understanding of any specific dietary requirements. The Food Standard Agency (FSA) has awarded the service a rating of five (very good).

People can be confident the provider identifies and mitigates any risks to health and safety. We considered various records relating to health and safety, which evidenced the provider maintained effective oversight to ensure the environment was safe. We saw all safety checks in relation to gas installation, electricity and safety records are satisfactory and up to date. We saw personal emergency evacuation plans (PEEPs) in place and reflective of people's needs. All confidential files including care and staff files are stored securely.



Environment

Good

People can be assured they live in a suitable environment. Catref Porthceri care home is based in Barry with local amenities and views of the seacoast within walking distance. The home can accommodate up to 30 people over two floors accessible by a passenger lift or stairlift. On arrival, we were asked to sign the visitors book and identification checks carried out before we were permitted entry. This indicates that visitors to the service are monitored to ensure that only authorised visitors are permitted entry. We carried out a tour of the building and found areas where improvements have been carried out from the previous inspection visit.

People's needs are met because the providers systems for monitoring and maintaining the physical environment and equipment in the home is robust. The home felt clean and fresh with no malodours throughout. We saw people personalise their bedrooms although rooms are not en-suite, we found communal bathrooms to be satisfactory with equipment in place to support people during their routines. People's needs are met because the providers systems for monitoring and maintaining the physical environment and equipment in the home is robust. We saw visitors welcomed into the home throughout each visit who were complimentary about the service and care provided. Staff told us they felt ongoing improvements to the environment had made a difference one care staff told us *"It is very pleasant here, I would not work anywhere else, I love my job."*

People can be assured they live in a safe environment. We found the service to be secure and that hazards have been reduced as practically possible, we saw no clutter and observed harmful chemicals stored appropriately as required. The home offers suitable accommodation for the residents, and the manager has shown a commitment to developing and improving it for their benefit. Management oversees the home's health and safety requirements. From our walk-around we noted window openings that may pose a risk to residents are secure. Staff carry out regular safety checks throughout the home. There is a fire risk assessment and care staff have training in fire safety and manual handling with all current training mostly up to date.

People can be confident that there are effective arrangements at the home that will protect public safety and minimise cross infection. There is oversight to ensure staff follow the correct infection control guidance.



Leadership & Management

Good

People benefit from the leadership and management in place to support the smooth running of the service. The RI spends time at the home and engages with staff, visitors and residents seeking feedback. We requested information relating to monitoring and we saw the recent quality monitoring visit dated 6 February 2025. The information demonstrated the RI undertakes formal monitoring as legally required. Staff meetings take place on a regular basis for management and care staff. The manager and management team are visible and described by staff as “extremely supportive.” There are policies and procedures in place for the smooth running of the service and to guide staff of what is expected of them. People are provided with information about the service which includes how to complain if they are not happy. A statement of purpose (SOP) is available which reflects the service’s vision. Management oversees staff training and supervision needs. The management team work with external agencies and notify the Regulator in a timely manner.

Care staff benefit from learning and development opportunities provided and we saw evidence staff have carried out mandatory courses as well as any additional training required. Staff are supported to register with professional bodies such as Social Care Wales the workforce regulator. People can be assured that staff are safely recruited. We looked at a sample of staff recruitment files which are stored at the Local Authority offices and saw they contained all the pre-employment checks including; DBS certificates, identification; full employment history and references sought prior to employment commencing. These vetting checks are important as they determine a person’s suitability to work with vulnerable people and required in respect of any person working in regulated services. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each staff member with opportunities to discuss their performance, development, and/or any concerns they may have. Staff we spoke with told us they enjoy working at the home and feel valued and listened to. Policies and procedures for safeguarding and whistleblowing are accessible.

There are systems and procedures in place to support the oversight of the service. We discussed with the service the improvements made since the previous visit and areas which could be developed further. The service is proactive in their response and the manager has shown committed to ensure systems and procedures are effective.

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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