



Albert Edward Prince of Wales Court



Albert Edward Prince Of Wales Court, Penylan Avenue, Porthcawl, CF36 3LY



01656 785311



www.rmbi.org.uk

The inspection visit took place on 13/05/2026

Service Information:

Operated by:	The Royal Masonic Benevolent Institution Care Company
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	76
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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Albert Edward Prince of Wales Court is a care home in Porthcawl, providing care and support for up to 76 people. The home provides accommodation for people who require nursing or residential care and support.

People experience excellent wellbeing outcomes. The service demonstrates a strong commitment to promoting the wellbeing of people living at the service. Throughout the inspection, we observed a positive, person-centred culture where individuals are treated with dignity and respect, and their rights are upheld.

People receive excellent care and support responsive to their assessed needs, with staff showing a good understanding of individual preferences, routines and life histories. Care plans are comprehensive, regularly reviewed and clearly guide staff practice.

The environment is of an excellent standard, providing a clean, safe and comfortable setting which supports people to feel at home. Communal areas are welcoming and promote social interaction, while bedrooms are personalised to reflect individual needs and choices. Effective systems are in

place to maintain health and safety, ensuring risks are well managed.

Leadership and management arrangements are excellent, with a clear vision for the service and a strong emphasis on continuous improvement. Nurses and care staff are highly trained, well supported and feel valued in their roles. Quality assurance processes are well embedded and used effectively to drive and sustain excellent outcomes for people living at the home.

Findings:



Well-being

Excellent

People using the service experience exceptionally positive well-being outcomes, and there is clear evidence their rights, preferences, and aspirations are placed at the centre of all care and support arrangements. Individuals consistently report feeling safe, valued, and respected, and there is a strong, person-centred culture embedded throughout the service. People are actively involved in decisions about their daily lives and long-term goals. Care and support plans are detailed, regularly reviewed, and clearly reflect each individual's voice, personal history, and desired outcomes. We observed staff have an excellent understanding of the people they support, enabling them to provide highly responsive care which promotes independence, dignity, and emotional well-being. This approach supports individuals to maintain control over their lives and make meaningful choices.

People receive high quality support to stay as healthy as possible and to access the right care at the right time. Staff review care and support needs regularly and update personal plans whenever required. The service works collaboratively with health and social care professionals, promptly reporting concerns and acting on guidance to inform care planning. Staff who are appropriately trained support people to receive their prescribed medication safely and in line with local procedures. Effective infection control measures help protect people's health and wellbeing.

People are safeguarded from harm and abuse. Staff receive safeguarding training and understand the procedures for reporting concerns. Accidents and incidents are documented and responded to appropriately. Compliments and concerns are recorded, with patterns and trends analysed to support continuous improvement. People, their representatives, and staff expressed confidence in raising concerns with management, knowing these would be addressed. Staffing levels are consistently maintained and are reviewed in response to changes in people's needs or emergency situations to ensure safe and effective care delivery.

Feedback from people using the service and their families is overwhelmingly positive. They consistently describe the service as supportive, caring, and responsive. Systems are in place to regularly gather feedback, and this is clearly used to drive continuous improvement. People told us *"We laugh a lot, it's a lovely place to live"*, *"I think the world of them, they are very quick to help anyone that needs it"*, *"we are very fortunate"* and *"I've always been so happy here."*



People receive high-quality care and support, enabling them to achieve their personal outcomes. The service gathers detailed information through consultation with individuals and professionals, ensuring people's wishes are respected while risks are appropriately managed. We observed highly personalised care being delivered. One relative stated, *"I know I can leave here at night and not be anxious about how he's going to be looked after, 99.9% of the time there's no issues"*. A visiting health professional commented, *"People get brilliant care, it's not like a care home."*

Staff develop excellent personal plans which are person-centred, easy to follow, and tailored to each individual's needs and preferences. Care documentation is regularly reviewed and updated to ensure accuracy and relevance. While individuals are involved in reviewing their care, this process requires further development to strengthen their participation. Risk assessments are thorough and proportionate, supporting people to make their own choices and remain as independent as possible, whilst ensuring appropriate steps are taken to maintain safety.

Health and emotional well-being are actively promoted. People have timely access to healthcare professionals, and staff work effectively with external agencies to ensure holistic support. There is strong evidence of proactive approaches to maintaining both physical and mental health, including early intervention and preventative strategies. We were told *"As an NHS Primary Mental Health Service we are more than happy with the care and support....we have a good working relationship with the nursing and care staff...the facilities and standards of care in Albert Edwards are exceptional."*

People are supported to access an excellent and varied programme of activities which reflect their individual preferences and interests. Monthly activity plans are produced and delivered to people's rooms. This ensures people have genuine choice and control over how they spend their time. During observations, individuals were seen engaging in meaningful occupations including an interactive music sessions. People are also supported to pursue personal hobbies and maintain valued relationships, which enhance their sense of wellbeing and belonging. We saw people playing cards in the 'Albert Arms'. Staff demonstrate a good understanding of each person's likes and dislikes and provide encouragement appropriate to each individual's abilities and communication needs. Opportunities for both group participation and one-to-one engagement were consistently available.

Robust systems are in place for managing medication. Staff receive appropriate training and undergo regular competency assessments to ensure safe administration. Medication practices are person-centred, taking into account individual preferences. Records confirm medication is administered correctly, and safe storage arrangements are in place, with ongoing review to ensure best practice. The medication policy has been reviewed accordingly, and regular audits support effective monitoring, reducing the likelihood of errors and maintaining oversight.

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Environment

Excellent

The provider delivers care and support in a high-quality environment which actively promotes people's well-being, safety and independence. The home maintains an exceptional standard of accommodation and thoughtfully organises distinct areas to meet a wide range of needs. Staff support people to use extensive communal facilities, including a foyer, shop, bar, café/hydration areas, observatory, activities area, hairdressing salon, chapel and spacious lounges. The 'Albert Arms' pub provides a vibrant social hub where people regularly meet and engage with others. People personalise their bedrooms with their own belongings, creating a strong sense of comfort and identity. The layout enables people to move freely and independently throughout their living areas. The provider maintains the grounds to an excellent standard, offering attractive outdoor spaces such as a beach area, raised flower beds and ponds.

The service maintains excellent hygiene and infection control standards which comply with relevant legislation. Staff follow well-structured daily cleaning schedules, ensuring all areas remain clean, tidy, and well organised. During the inspection, we observed an ample supply of personal protective equipment (PPE). Care staff store all substances hazardous to health (COSHH) appropriately and handle them safely. The laundry facilities fully meet the needs of the people living at the home, supporting appropriate laundering practices and infection control. The laundry has two separate doors for an 'in and out' system to minimise cross infection.

People live in a safe, well-maintained environment with facilities which effectively support their well-being. On arrival, staff checked our identification and required us to sign the visitors' book; we observed all visitors followed the same process, ensuring controlled and secure access to the home. The provider regularly services equipment and facilities to maintain full functionality. Staff promptly report any faults, and the maintenance team addresses repairs without delay. Staff identify and manage hazards quickly, securing any areas posing a risk to people. The maintenance team completes routine checks to ensure equipment remains safe and reliable. Personal Emergency Evacuation Plans (PEEPs) give staff clear guidance on how to support individuals in the event of an emergency. The visitor signing-in process also supports fire safety procedures and effective monitoring of all persons on site.



Leadership and management at the home drive consistently strong outcomes for people. The service clearly defines its aims, values, and model of care within a transparent Statement of Purpose. People receive a written guide which provides practical information about daily life in the home and the support available to them. The management team actively promotes a culture of openness and inclusion. People and their representatives access a wide range of formal and informal opportunities to share their views, ask questions, and influence how the service operates. This approach supports people to feel heard, respected, and involved in decisions about their care.

The management team implements robust recruitment processes ensuring staff have the right skills, experience, and values to deliver high-quality care. Records show the service completes all required pre-employment checks, including DBS clearance, employment history verification, and references. Managers ensure new staff complete a structured induction aligned with the All-Wales Induction Framework, which supports them to develop competence and confidence in their roles. Nurses maintain valid professional registration, and care staff register with Social Care Wales, demonstrating their accountability and fitness to practise.

The provider prioritises staff development and wellbeing. The training programme equips staff with the knowledge and skills to meet people's individual needs effectively. Regular supervision and team meetings provide staff with opportunities to reflect on practice, share information, and raise concerns. Staff consistently report they feel supported, valued, and confident in their roles. This positive staff culture contributes to continuity of care and promotes trusting relationships between staff and people living at the home. Staffing levels match planned rotas, ensuring people receive timely care and support. The staff we spoke with feel valued and are happy working in the home. There is a positive emphasis on staff wellbeing. Employee of the month, provider staff 'OSKAR' awards, long service recognitions and two wellbeing staff rooms are available for all staff. People told us, "*We have a laugh and a joke with them*", "*they treat me with respect*" and "*The staff are lovely, all of them*".

Strong governance arrangements underpin safe and effective service delivery. The management team completes regular audits across key areas, promptly identifying and addressing any issues. The Responsible Individual maintains effective oversight through regular visits, during which they speak directly with people and staff, review records, and inspect the environment. They record actions and monitor progress to ensure continuous improvement. The Responsible Individual also completes comprehensive six-monthly quality of care reports, driving service development.

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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