



Castle Court Residential Home



Castle Court Residential Home, Welsh Street, Chepstow, NP16 5LN



01291625597



<http://www.castlecourt.care>

The inspection visits for this service took place between 25/09/2025 and 26/09/2025

Service Information:

Operated by:	E.V.H Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	25
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

Requires Improvement



Environment

Requires Significant Improvement



Leadership & Management

Requires Improvement

Summary:

Castle Court is a residential care home for adults, located in a prominent position at the top of the high street in Chepstow. Castle Court provides residential care for older people.

People experience good wellbeing outcomes because they are well known, understood and provided with care and support by a long standing and dedicated staff team. The valuable support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive requires improvement because plans for people's care and support do not always contain consistent, reliable or full information. Care workers know people well and have positive relationships. Plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. People are supported to maintain and improve their wellbeing with involvement from external professionals.

People live in a warm, comfortable, welcoming home, which meets their needs. The provider

undertakes regular maintenance and repairs. Systems for regularly assessing the health and safety of the premises require significant improvement because risks in the environment are not consistently identified and rectified.

Leadership and management require improvement because audits of quality of care completed lack detailed analysis and action planning to improve service quality. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers receive effective induction, ongoing training and supervision.

Findings:



Well-being

Good

People living at Castle Court are treated with dignity and respect by care staff who value them and know them well. A representative told us about the care workers, *"They know her better than I do, she lives with them not me."*

People have some control over their day to-day lives. People are involved in decisions affecting them, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to engage in activities that are meaningful to them, such as choosing meals, enjoying hobbies and accessing facilities in the community. This shows people's interests, culture, life experiences, identity, spirituality, and relationships are recognised, valued and respected by leaders and care workers.

People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people's personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

People living at Castle Court are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage and participate in various activities that foster happiness and health. Activities planned by the service and interactions with care workers help contribute positively to people's wellbeing. This service is not making a significant effort to promote the use of Welsh language and culture.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. A representative of a person using the service told us about their loved one, *"The best thing is being able to go home and know she's safe."*

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people's lives. A relative told us, *"I can come any time."*

People live in accommodation which meets their needs, and the provider prioritises people's well-being when evaluating whether the accommodation meets their needs.



Care & Support

Requires Improvement

People receive good quality care because the Manager thoroughly assesses whether the service can meet their needs and personal outcomes. The Manager gathers useful information from professionals and others already involved in people's care and support. Where possible, they talk to people themselves about their needs and preferences. The information gathered fully informs the decision about whether a service can be provided to people.

Plans for care and support are co-produced between people using the service, their representatives, relevant professionals, and the service provider. People's personal plans are strengths based and outline how care workers should support people to achieve their well-being outcomes. People's plans include some of their preferences, routines, and beliefs. Outcomes for people require improvement because personal plans do not always contain consistent, reliable or full information. This means staff may not always be aware of people's current support needs. We also found personal plans did not always contain details of people's life history. These are areas for improvement and we expect the provider to take action.

People, relevant representatives and professionals are encouraged to contribute to the regular review of personal plans, and plans are updated as changes in needs or preferences occur. Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences. Representatives of people using the service told us they felt their loved ones were understood and known by care workers and service management.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication records are fully completed and the overall administration of medication is effective. Medication storage arrangements are not always in line with national guidance. This is an area for improvement and we expect the provider to take action.



Environment

Requires Significant Improvement

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect their interests and what is important to them. There are two large lounges and a separate dining room, giving people space to interact with each other, their visitors and staff.

People live in a warm, comfortable and welcoming environment which is clean, tidy and well maintained. The communal bathrooms and toilet facilities are clean and well maintained.

We observed improvements were required regarding the health and safety of the premises. Personal items were inappropriately stored in communal bathrooms which could present a risk from accidental ingestion or cross infection. On the day of inspection, we identified unstored items and items which appeared to require disposal, in accessible areas of the garden. We found access to unsafe areas and equipment presented a significant risk to people using the service, visitors and staff. We were told a system for regularly assessing the health and safety of the premises was not in place. Outcomes for people using the service require significant improvement because risks in the environment are not consistently identified and rectified. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and the upkeep of facilities. Service staff ensure the service is kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

Fire safety checks are undertaken and completed regularly. We saw up to date safety certification is in place for equipment.



Leadership & Management

Requires Improvement

There is a positive and compassionate culture at Castle Court, a relative of one of the residents told us about the staff, *"They are always kind which gives me great comfort."*

The Responsible Individual (RI) maintains oversight of the service and visits the service on a regular basis. The RI completes the required quality assurance reviews. There are regular visits to the service by the RI, who encourages feedback from people and staff. Feedback from people and staff is used to support evaluating care quality. This information is used to identify improvements in the service. Outcomes for people require improvement because audits of quality of care completed by management lack detailed analysis and action planning to improve service quality. We expect the provider to make improvements.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff have confidence in the manager, we were told, *"She's fair"* and, *"Very approachable, very welcoming."* Care workers have trust in each other and feel well supported. A member of staff told us, *"It's a friendly place to work."* People using the service trust and value the care workers, a person using the service told us about the staff team, *"The staff are helpful very friendly. Highly efficient."*

The provider supports and has, a positive attitude to professional development. Care workers are well supported by the service provider, through effective induction and continuous training provision relevant to the needs of people they support. The manager of the service monitors staff qualifications and training. Training compliance is good, nearly all staff have completed all of training required for their role. Care workers receive regular supervision and are positive about the support received during supervision.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service, and they are understood and implemented by care workers. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care workers to deliver quality care and support. The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

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
Without personal outcomes, wishes and aspirations included in personal plans, there is a risk that staff do not have sufficient information or guidance to ensure care and support provided helps people to achieve these.	
Without safe storage of medication, people's health and wellbeing is placed at risk.	
Without robust systems for the monitoring, reviewing and improvement of service delivery people are placed at risk of harm by receiving a poor service.	

Summary of areas for Priority Action	Date identified
We found that people were not always protected from substances and equipment which could be hazardous to health.	25/09/25

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