Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

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 23/07/2026 and 28/07/2026

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 provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Requires Improvement
Care & Support	Requires Significant Improvement
Environment	Requires Significant Improvement
Leadership & Management	Requires Significant Improvement

Summary:

Castle Court is a residential care home for older people located in the centre of Chepstow. We have awarded a rating of requires improvement for the well-being theme. Many people experience positive outcomes because they are supported by a stable and caring staff team who know them well. People, relatives and professionals spoke positively about the support provided, the homely environment and opportunities for social engagement. However, people are not always supported to identify and achieve their personal outcomes because information about their life experiences, aspirations and interests is not consistently reflected in care planning.

We have awarded a rating of requires significant improvement for the care and support, environment, and leadership and management themes. People are at risk of inconsistent care because personal plans do not always provide reliable or up-to-date information. Medicines management arrangements are not sufficiently robust, environmental risks are not always identified and reduced, and governance systems have failed to identify and address significant concerns affecting people's care, well-being and safety.
Outcomes for people require significant improvement. As a result, we have issued five Priority

Action Notices, including one relating to the oversight provided by the Responsible Individual. Three areas previously identified for improvement have been escalated to Priority Action Notices, and one Priority Action Notice has been re-issued because sufficient improvements have not been made. The provider has given assurances that immediate action will be taken to address the concerns identified during the inspection and improve outcomes for people.

Findings:

Well-being — Requires Improvement

Many people experience positive well-being outcomes because they are supported by a stable and caring staff team who know them well and treat them with dignity and respect. People told us they are happy living at the service and spoke positively about the support they receive. One person described staff as *"Very nice"* and another told us *"They look after me well."* We observed warm and respectful interactions throughout the inspection and saw people appear relaxed and comfortable in the company of staff. Relatives and professionals also provided positive feedback about the caring culture within the home. A visiting professional told us, *"The team know the residents very well, the residents appear happy and well cared for."*

People are supported to maintain relationships with family, friends and others important to them. Relatives told us staff know people well and take time to build positive relationships. One relative described staff as *"Dedicated, kind and hard working".*

People live in accommodation that supports many aspects of their wellbeing. Bedrooms are personalised with photographs, ornaments and possessions that reflect people's identities and life experiences. Communal areas are comfortably furnished and provide opportunities for people to socialise and spend time together. One person told us they felt *"Very lucky to be here"* and another said *"The bedrooms are lovely."*

People have opportunities to take part in activities and social engagement. Activities include bingo, games, quizzes and exercise sessions. One person told us they enjoyed *"Playing bingo, darts, pool and connect four"* and another spoke positively about *"Sitting together and getting on with other people."*

However, people are not always supported to identify and achieve their personal wellbeing outcomes. People's life experiences, interests, aspirations and important relationships are not consistently reflected within care records. This means care and activities are not always planned in a way that reflects what matters most to people. People may not always have opportunities to share their views about how the service operates, and opportunities to influence service development require strengthening.

Outcomes for people require improvement because people are not always supported to identify and achieve their wellbeing outcomes. Opportunities to promote choice, independence and meaningful engagement that reflects people's individual interests, strengths and aspirations require strengthening.

Care & Support

Requires Significant Improvement

People and their families provided largely positive feedback about the care they receive at Castle Court. People told us staff are kind, caring and supportive. One person described staff as *“Helpful”* and another said staff are *“Friendly staff good at their job.”* Relatives also spoke positively about the consistency of the staff team. One relative told us, *“There is not a big turnaround of staff. Most staff are long term, so get to know the residents well.”* We observed warm and respectful interactions throughout the inspection.

Many people receive support from staff who know them well and understand their day-to-day needs. People are supported to access healthcare services when required and professionals told us staff generally communicated well and acted upon advice provided. The service has developed positive working relationships with external professionals to support people's health and wellbeing.

However, people are at risk of not consistently receiving care and support that reflects their needs, preferences and personal outcomes because personal plans contain limited, inconsistent and sometimes unreliable information. Personal plans do not always provide staff with sufficient guidance about people's current needs, aspirations and important relationships. Information relating to people's life histories, strengths and wellbeing outcomes is not consistently recorded. A visiting professional told us, *“Care planning could be better and completed more swiftly; care planning has been sparse."* This reduces assurance that staff always have access to the information they need to provide consistently person-centred care and support.

People are not always involved in planning and reviewing how their care and support needs will be met. Records do not demonstrate that care planning is completed in partnership with people, their representatives and relevant professionals. This reduces assurance that care and support consistently reflect people's wishes, aspirations and personal outcomes.

People are at risk because medicines are not consistently managed safely. Medication systems are not sufficiently robust to ensure medicines are always available, monitored and managed in accordance with national guidance.

Outcomes for people require significant improvement because personal planning and medicines management arrangements remain insufficient to ensure people consistently receive safe, person-centred care and support. These issues were identified as areas for improvement previously and have not been addressed effectively. We have therefore issued a Priority Action Notice. The provider must take immediate action to address this issue.

Environment

Requires Significant Improvement

People live in accommodation that has many homely features and supports several aspects of their wellbeing. Bedrooms are personalised with people's own furniture, photographs and possessions, helping them maintain their identity and connections to what is important to them. Communal areas provide opportunities for people to spend time together, socialise and participate in activities and recreation.

The service is located close to local amenities and people benefit from living within their local community. Relatives and professionals told us the service has a *"Friendly and welcoming atmosphere*". One professional described it as a *"Friendly environment within the home"* and a relative told us they liked *"The homely feel of the place."*

People also benefit from access to an attractive garden area which includes a variety of planting and greenery. The outdoor space provides opportunities for people to spend time outdoors, enjoy nature and socialise with others in a pleasant environment.

However, people's wellbeing outcomes are not consistently promoted because environmental risks are not always identified, monitored and addressed effectively. We found hazards within the environment that had the potential to impact on people's health, safety and wellbeing. Some of these concerns reflected issues identified during previous inspections and remain unsatisfactorily addressed. This reduces assurance that systems for monitoring and maintaining the environment are effective in identifying and managing risks at the earliest opportunity.

People are at risk of harm because environmental risks are not consistently identified, monitored and addressed. We have therefore re-issued a Priority Action Notice. This is still having an impact on outcomes for people and placing them at risk. The provider must take immediate action to address this issue. Where providers fail to take priority action, we will take enforcement action.

Leadership & Management

Requires Significant Improvement

People benefit from a stable staff team and generally positive working relationships within the service. Staff told us they feel supported by colleagues and value the continuity within the workforce. One member of staff told us, *“I enjoy working here"* and another said, *“I work with amazing people."* Staff also described positive teamwork and a shared commitment to supporting people living at the service.

Staff told us they feel supported in their roles and described positive working relationships within the service. Staff spoke positively about the manager's open-door approach and said they felt able to seek advice and support when needed. However, staff do not always receive supervision in a timely manner. This reduces assurance that staff are consistently provided with opportunities to reflect on their practice, discuss professional development needs and receive formal support in line with the provider's arrangements and within the timescales expected within the regulations.

Governance and oversight arrangements are ineffective and place people at risk. The provider's systems for monitoring, reviewing and improving the quality and safety of the service have not identified or addressed significant concerns relating to care planning, medicines management and environmental safety. Although audits and quality assurance activities are sometimes undertaken, they have not provided sufficient scrutiny to identify the issues found during inspection. This reduces assurance that risks are consistently identified, monitored and managed effectively.

Inspection findings identified concerns which had not been recognised through the provider's own governance arrangements. Opportunities to gather, analyse and respond to feedback in a meaningful way require strengthening. This limits the provider's ability to evaluate the quality of care and support provided and demonstrate how learning is used to improve outcomes for people.

Outcomes for people require significant improvement because the provider's governance, quality assurance and oversight arrangements are ineffective and have failed to identify and address issues affecting people's care, wellbeing and safety. The Responsible Individual has not provided effective oversight of the service, and improvements have not been made or sustained where concerns have been identified. We have therefore issued Priority Action Notices and expect the provider to take immediate action to improve outcomes for people and reduce the risks identified.

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.

CIW has no areas for improvement identified following this inspection.

Summary of areas for Priority Action	Date identified
People cannot be assured they will consistently receive safe and effective care, as weaknesses in oversight have resulted in ongoing concerns relating to care planning, medicines management, and safety. As a result, people remain exposed to avoidable risks that may negatively impact their health, wellbeing and outcomes.	23/07/26
People do not consistently receive care and support that reflects their needs, preferences and personal outcomes because personal plans contain insufficient, inaccurate and incomplete information.	22/09/22
People remain exposed to avoidable risks because the provider's monitoring and quality assurance systems do not effectively identify, assess and address concerns affecting the quality and safety of care.	17/05/24
People remain at risk of harm because the provider does not consistently identify, assess and reduce environmental risks, resulting in people being exposed to avoidable hazards within the service.	25/09/25
People are at risk of harm because medicines are not consistently managed safely and effective systems are not in place to ensure medication-related risks are identified and addressed.	09/11/23

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