



Mayflower Care Home



Mayflower Residential Home, Pentre Lane, Llantarnam, Cwmbran, NP44 3AP



01633483537

The inspection visit took place on 23/04/2026

Service Information:

Operated by:	The fields nursing home ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Mayflower is a residential service in the Llantarnam area of Torfaen. They are able to support up to 22 people who need assistance with personal care. The service benefits from a large well-maintained garden to the front of the service. Bedrooms are split over two levels, and the service is accessible to wheelchair users.

People are happy at the service, and there are improvements noted in the availability of activities to people since the last inspection. We rated the well-being theme as good.

Personal plans have improved and better reflect people's care needs and how they can be supported by care workers. We rated the care and support theme as good.

The environment is accessible to residents and they have choice where they spend their day. We rated the environment theme as good.

The service benefits from strengthened governance arrangements, a more robust induction process for new care workers which contributes to the leadership and management theme being rated as good.

Findings:



Well-being

Good

People are positive about living at the service and appeared comfortable and settled in their environment. People have choice and control over their daily lives, including how and where they spend their time, and care staff were observed to respect and support these choices. During the inspection, we observed people choosing to spend time in a variety of areas, including communal spaces, the garden, and their own bedrooms, reflecting their preferences and promoting independence. We observed positive and warm interactions between people and care workers throughout the inspection. Care workers were warm and friendly in their approach, and people responded well to this.

An increased range of meaningful activities is available, supporting people to remain engaged and promoting positive wellbeing. These include sessions delivered by care staff, input from external professionals and visits from entertainers. Records relating to activities within the service have improved since the last inspection. People are now offered increased choice and more opportunities to participate in activities. However, further consideration could be given to supporting individuals to identify and work towards personal well-being goals, enabling them to achieve outcomes that are important to them.

People are protected from the risk of harm. Safeguarding policies and procedures have been reviewed and strengthened. However, these would benefit from regular review to ensure they remain up to date and effective. Care workers demonstrate an understanding of their safeguarding responsibilities, and appropriate processes are in place to evidence that timely action is taken when concerns arise to help keep people safe.

The service engages with external professionals as required to support and promote the physical and emotional well-being of people. A visiting professional confirmed that timely action is taken to ensure people receive additional care and support when needed. We saw evidence of effective engagement with a range of external agencies, including GPs, the district nursing team and social workers.

The service is working towards meeting the Welsh Active Offer. This includes promoting Welsh culture through the celebration of cultural events and providing traditional Welsh meals throughout the year.



Care & Support

Good

Personal plans reviewed during the inspection demonstrate clear and sustained improvement. They contain detailed personal histories alongside meaningful information about people's preferences, interests and what matters to them. Plans take a strengths-based approach, clearly identifying what people can do independently and where support from care staff is required. They also provide care workers with appropriate guidance to understand and respond to non-verbal communication for people who are less able to express their needs and wishes. Personal plans are reviewed regularly, and these reviews are thorough, covering all aspects of care with actions identified and progressed where necessary. Whilst relatives told us they feel involved in their loved one's care, documentation does not always fully reflect this.

Medication management has significantly improved since the previous inspection. There are now clear and effective processes in place to support the safe administration of medication, including strengthened systems for ordering, storage, and returns. Procedures for the management of controlled drugs have also been enhanced, providing greater assurance of safe practice. Regular medication audits are undertaken, and the introduction of a medication incident record supports the clear recording of errors or concerns, along with actions taken. This demonstrates a transparent approach and a positive culture of learning and continuous improvement in medication management.

Feedback gathered during the inspection indicates that people are happy living at the service. People spoke positively about their experiences, with comments such as, "*Staff are great*" and "*You can't fault the food.*" Relatives we spoke with expressed satisfaction with the care and support their family members receive. They also described observing positive and respectful relationships between people and care staff.

A visiting professional shared their view that the service is responsive in escalating concerns when people's needs change and noted improvements in staffing arrangements. This provides assurance that people are supported by a service that is responsive and continues to strengthen care delivery.



Environment

Good

People are able to choose where and how they spend their time, with a range of communal areas available to meet different preferences. These include a main lounge, a large conservatory, a dining room and a smaller conservatory space. Care workers support people to move around the service and respect their individual choices about where they wish to spend their time.

Communal areas are clean, well-organised and maintained. Decorative items, such as ornaments and paintings, are displayed throughout these spaces, contributing to a homely and welcoming environment.

People are able to personalise their bedrooms in line with their individual preferences and style. We observed people displaying photographs and personal belongings, reflecting their identity and enabling them to make their space their own. This supports a sense of belonging and promotes comfort and wellbeing within the service.

The service benefits from a large, mature garden to the front of the building, which provides a welcoming and well-maintained outdoor space. The area is mainly laid to lawn and includes a patio with seating, enabling people to choose to spend time outdoors if they wish.

Additional smaller, secure patio areas are located to the side of the service. These spaces provide safe and accessible options, supporting people to make choices about where they spend their time while promoting independence and wellbeing.

All required safety certificates are in place, and equipment is regularly serviced to ensure it is safe for use. Health and safety checks are undertaken routinely, and documentation has been strengthened to ensure that any works completed are recorded. This supports effective oversight and helps to ensure that identified actions are followed through and completed.

Cleaning schedules are in place to support good standards of cleanliness across the service. There are sufficient supplies of personal protective equipment (PPE), and we observed care workers using this appropriately at relevant times during the inspection.

The service has a Food Standards Agency rating of 4, indicating good standards of food hygiene practice. This provides assurance that appropriate measures are in place to maintain food safety. Meals are prepared freshly within the service, with individual dietary needs and personal preferences taken into account. This helps to ensure people receive food that is both suitable and enjoyable, supporting their health and wellbeing.



The service has strengthened its oversight and governance arrangements. Regular, meaningful audits are undertaken to review practices within the service and identify where improvements are required. Documentation has been improved to ensure identified actions are clearly recorded and tracked through to completion, providing a clear audit trail and supporting effective monitoring of progress.

Recruitment practices have been strengthened and are now more robust. People can be assured that care workers are subject to thorough recruitment processes, including obtaining a full employment history, verification of identity, and completion of Disclosure and Barring Service (DBS) checks. The service has also enhanced its induction process for new care workers. This now consists of a structured twelve-week programme designed to support staff in developing their skills and confidence in their role, alongside guidance from experienced colleagues. The induction includes both theoretical training and competency-based assessments to ensure staff are well prepared to meet people's needs safely and effectively.

Care workers receive regular supervision. The supervision template has been redesigned to include structured discussion prompts, covering both staff wellbeing and performance-related matters. Care workers also receive annual appraisals, which support their ongoing development and progression within their role.

The Responsible Individual (RI) visits the service regularly and completes the required regulatory visits. Improvements have been made to the recording of these visits, providing clearer oversight. Six-monthly Quality of Care reports have also been strengthened. Whilst these reports capture general themes from the RI's discussions, they do not record individuals' specific comments or feelings.

Care workers report feeling supported by managers and speak positively about the care they provide. They take pride in their work and the support they offer to people using the service. Care workers receive appropriate training relevant to their role, helping to ensure their knowledge and skills remain up to date. This supports them to deliver safe and high-quality care. Team meetings are held regularly, ensuring that important updates about the service are communicated to staff. These meetings also provide care workers with opportunities to share their views, contribute to discussions, and raise any concerns or suggestions.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.