Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Victoria House

Blackwood

01495220836

www.mychoicehealthcare.co.uk

The inspection visit took place on 15/07/2026

Service Information:

Operated by:	Homes of Excellence Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
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	Excellent

Summary:

Victoria house is situated within a quiet area with access to local amenities. There are 3 registered places within Victoria House.

Wellbeing is good. People's personal plans reflect individual preferences, needs and well-being outcomes, providing staff with clear guidance. Well-being documentaiton celebrate achievements and experiences through photographs and records of meaningful activities. People participate in community groups, develop friendships and maintain independence. Care staff support communication, choice, decision-making and the promotion of Welsh language.

Care and support is good. People receive safe, person-centred care from staff who know them well and promote independence while protecting their rights and safety. Staff have appropriate training enabling them to provide effective support. Robust risk assessments, medicines management and monitoring systems help maintain positive outcomes for people.

The environment is good as people live in a safe, comfortable and well-maintained environment

that supports independence and social engagement. The sensory room, communal areas and enhanced garden provide meaningful opportunities for relaxation, activities and interaction. Bedrooms reflect personal preferences. Planned improvement which includes accessibility and fire safety works will further improve outcomes.

Leadership and management are excellent. The registered manager has strengthened oversight, quality assurance and service development. Staff described management as approachable, supportive and responsive. Effective supervision, appraisal and team meetings promote accountability and learning. Feedback informs improvements, while recognition schemes support morale. Key-worker reviews ensure care remains personalised and responsive to changing needs.

Findings:

Well-being — Good

Wellbeing is good at Victoria House. People are treated with dignity and respect. This was observed through staff interaction and viewed in wellbeing documentation and personal plans during inspection. People's individual plans are personalised and reflect their likes, preferences and needs. During the inspection, we found plans reflected people's individual well-being outcomes and provided clear guidance for staff on how to support them. Care plans are reviewed regularly and in line with regulatory requirements to ensure information remains accurate and relevant.

Each person has a well-being file that reflects their hobbies, interests and achievements. These files include photographs of activities and experiences people have enjoyed, such as seasonal events, holidays, visits to local attractions, artwork and shared meals in the garden. Peoples journey and engagement is documented through photographs, evidencing the positive well-being outcomes. Care staff provide a description of the experience alongside the photograph, capturing what really mattered to people within that moment.

Staff support people to attend a range of clubs and community activities, including cooking clubs, music groups and local events. People take part in activities that reflect their individual interests and preferences. These opportunities help people develop friendships, build confidence and maintain meaningful connections within their local community, supporting their personal well-being outcomes.

Care staff support people to communicate using their preferred methods, including communication cards, gestures, pointing, eye contact and hand guidance. Care staff understand and respond to people's individual communication needs, enabling them to express their views and make choices about their daily lives. The service promotes Welsh language and culture through the celebration of Welsh traditions and festivities. Staff use everyday opportunities, including discussions about the weather, to encourage and develop Welsh language skills.

Staff support people to make informed choices about the food they eat and the activities they take part in. This promotes independence, choice and control over their daily lives and supports their overall well-being.

Care & Support — Good

Care and support is good, people experience care and support from staff who know them well and understand how to keep them safe while promoting their independence. The service has appropriate safeguarding policies and procedures in place. Staff complete safeguarding training and care staff spoken to showed good understanding of safeguarding processes and their responsibilities to protect people from abuse, neglect and harm. Managers discuss safeguarding regularly during team meetings and supervision sessions, helping staff maintain their knowledge and awareness. The service user guide is available in an accessible format and provides clear information about who people can contact if they have concerns about their safety or well-being.

The service promotes strong safeguarding practice and a rights-based approach to care and support. Staff understand their safeguarding responsibilities and ensure appropriate legal safeguards are in place where required. Staff promote positive risk-taking. The service complete detailed risk assessments, undertakes regular reviews and completes comprehensive daily records, which demonstrated effective monitoring of people's well-being, health and independence.

Care staff told us they feel well supported and have a clear point of contact for advice and guidance. Staff said they feel listened to and are confident in raising concerns when required. They also told us they feel confident in recognising and reporting safeguarding concerns, which helps ensure people remain protected from harm.

Care staff receive appropriate training to support them in their roles, including specialist training such as percutaneous endoscopic gastrostomy (PEG) feeding where required. Training equips staff with the knowledge and skills needed to meet people's individual needs safely and effectively. During the inspection, staff told us they had received relevant training and felt competent to carry out their roles. The manager has plans to expand learning opportunities by increasing access to face-to-face training alongside online learning. This will further develop staff knowledge and skills and support the delivery of high-quality care and support.

Personal protective equipment (PPE) is stored, managed and disposed of safely and appropriately. These arrangements support effective infection prevention and control practices and help protect people and staff from identified risks.

The service manages and administers medicines safely, following the service’s policies and appropriate storage requirements to maintain the safety, quality and effectiveness of medicines. People receive their medicines consistently and as prescribed, supporting their health, wellbeing and desired outcomes. The management team is in the process of sourcing a new pharmacy which will further enhance medicines management systems, enhance oversight and improve outcomes for people using the service.

People's rights, safety and well-being are protected while staff support them to lead meaningful,

fulfilling and independent lives.

Environment

Good

The environment is good, where people have access to a range of communal and private spaces where they can spend time alone, socialise or entertaining visitors.

The service has recently created a sensory room in response to the needs and preferences of people, providing a colourful and meaningful space for people to enjoy. The room includes a variety of sensory features, such as lights, textures and interactive activities. People use the room for crafts, games, relaxation and watching films.

A communal living area provides a comfortable space where people can relax, socialise with staff and watch television. The open-plan kitchen creates opportunities for people to enjoy meals and interact with staff whilst benefiting from views of the sensory garden. During the inspection, people were observed enjoying warm interactions with staff and family members in these areas.

Staff have enhanced the garden with artificial flowers, lighting and ornamental features, creating an attractive outdoor environment. A garden swing provides an additional leisure option for people. The service has a large, grassed area to the side of the property. The Responsible Individual (RI) and manager are actively exploring ways to enhance this space and ensure it provides meaningful opportunities for people living at the service.

People's bedrooms are individually decorated to reflect their preferences and provide a comfortable, private space for relaxation. The service has made improvements throughout the property and plans further developments to modernise outdated features within the service. These include cosmetic improvements and works required to enhance fire safety. The service is also completing work to the front of the property, where it will install a ramp. This improvement will further promote people's independence within the service.

The service complies with relevant health and safety requirements. Staff carry out regular servicing and maintenance of equipment and facilities and respond promptly to repair requests. These arrangements help ensure people live in a safe, well-maintained environment that supports their well-being.

The property and garden provide a safe environment where people can move around freely while maintaining their independence.

Leadership & Management — Excellent

Leadership and management is excellent. The registered manager has identified opportunities to improve the service and enhance people's well-being and overall outcomes. Leaders promote a positive culture that focuses on continuous improvement, accountability and positive outcomes for people.

Managers provide staff with regular supervision and annual appraisal meetings. Records showed managers use these sessions to encourage reflective practice, discuss performance and identify opportunities for development. Staff also attend regular team meetings where they share ideas, discuss good practice and raise any concerns. Staff told us they feel comfortable speaking with managers and are confident concerns will be listened to and acted upon. These arrangements support a culture of openness and transparency.

The registered manager maintains effective oversight of the service. Managers keep clear records of accidents, incidents and safeguarding matters and use these to identify trends and monitor service quality. Robust recruitment systems help ensure staff are suitable to work with vulnerable people. We found all staff had completed Disclosure and Barring Service (DBS) checks and were registered with Social Care Wales.

The service operates effective systems for communication and information sharing. Staff use a read-and-sign process to confirm they have reviewed important updates, policies and care documentation. This helps staff maintain their knowledge of people's needs and preferences and promotes consistency in the support provided.

The service maintains records of compliments and complaints and uses feedback to drive improvement. Managers share positive feedback from relatives and professionals with staff. Leaders actively seek the views of people, relatives, staff and professionals and use this feedback to inform service development.

The provider recognises and values staff contributions. Staff receive monthly recognition awards and long-service awards for employment milestones. An annual awards ceremony celebrates achievements across the organisation and recognises excellence in care and support. These initiatives support staff morale and help create a positive working environment.

Staff consistently described the manager as visible, approachable and supportive. They told us they feel empowered to contribute ideas, raise concerns and participate in service development. Staff also spoke positively about the support they receive and the opportunities available to progress through qualifications and leadership pathways.

Each person benefits from the support of a designated key worker. Key workers complete monthly reviews, which the manager evaluates to monitor progress and identify changes in needs, preferences or outcomes. Personal plans are updated accordingly and involve relatives in reviews where appropriate. These arrangements help ensure care and support remain responsive to people's changing needs and aspirations ensuring that care and support remain person centred and outcome focused.

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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