Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Manor House St.Hilary

The Manor House St. Hilary Ltd, The Manor House, Cowbridge, CF71 7DP

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The inspection visit took place on 13/08/2026

Service Information:

Operated by:	The Manor House St.Hilary Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	30
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:

The Manor House is based in St Hilary and can accommodate 30 people with a range of nursing and personal care needs. This inspection was unannounced. There is a Responsible Individual (RI) for the service and a manager who is registered with Social Care Wales (SCW).

People receive exceptional care and support from a skilled, experienced, and committed staff team. Effective staffing arrangements ensure people's needs are consistently met, resulting in excellent outcomes for their wellbeing.

Leadership and management are admirable and promote a culture of inclusivity, respect and transparency. Staff are highly valued and benefit from effective training, ongoing professional development and clear guidance to support them in their roles. Managers provide first-rate visible leadership and are actively involved in the day-to-day running of the service. Robust governance arrangements effectively monitor quality, drive continuous improvement and ensure care is delivered in line with people's wishes and preferences. Feedback from people's families, representatives and staff demonstrate excellent levels of satisfaction, with the service described as

“fantastic” and *“we couldn’t ask for more, it truly is everything and more”.* People live in a well-maintained and welcoming environment decorated to an extremely high standard and provides great facilities, including attractive outdoor areas for people to sit and enjoy.

Findings:

Well-being — Excellent

People are safe and receive excellent, person-centred care and support reflecting their individual needs and preferences. Staff treat people with dignity and respect and demonstrate a caring, friendly and responsive approach. Care records are clear, comprehensive and support the consistent delivery of care. People are encouraged and supported to maintain meaningful relationships and visitors are welcomed to the home. Visitors spoke positively about their experiences, telling us they are always made to feel welcome and are regularly invited to share meals with their relatives or friends. Effective systems are in place to promote good practice and support positive outcomes for people. The management team maintains robust oversight of incidents, accidents, complaints and safeguarding matters. The service has a statement of purpose that accurately reflects the care and support provided.

Outcomes for people using the service are consistently achieved and are of an excellent standard. People are supported to achieve and exceed their personal outcomes, promoting wellbeing and independence. Feedback from people was highly positive, with individuals describing strong, supportive relationships with staff. Comments included, *"Staff are very kind us here"* and *"The food is absolutely excellent; I feel very blessed*." Care staff spoke positively about their roles and demonstrated a strong commitment to providing high-quality care and support. They described feeling well supported by the management team and valued the positive team culture within the service. Comments included, *"I love my job here, I wouldn't consider working anywhere else." and "We are a very good team; we all work well together."*

People are at the heart of the service, and effective measures are in place to ensure excellent standards of care and support. Where possible, people are enabled to maintain choice and control over their daily lives, following their preferred routines with encouragement and support from care staff. People have access to a wide range of meaningful group and individual activities, which are available daily to promote well-being and engagement. People are safeguarded by effective systems and processes that promote their safety and wellbeing. During the inspection visit, we observed a welcoming and homely environment, with positive interactions contributing to a strong sense of belonging. People appeared relaxed and comfortable in the presence of care staff, with their body language and expressions indicating they felt safe and secure. Individuals told us they were happy living at the service and felt well supported. Comments included, *"I couldn't ask for more"* (resident) and *"Staff are amazing and very kind here, it really is faultless"* (relative).

People live in a safe environment where robust arrangements are in place to ensure equipment and facilities are regularly serviced and maintained. Comprehensive safety checks are undertaken, and fire safety is given a high priority. The service ensures that appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place for individuals who lack the capacity to make decisions about their care and support. These measures help to promote positive outcomes for people and support their safety and wellbeing.

The leadership and management culture is highly effectual, ensuring people receive consistently high-quality, person-centred care and support that meets their individual needs and promotes

positive outcomes. Robust governance and quality assurance systems are embedded within the service, supporting effective oversight, continuous improvement and the delivery of excellent standards of care. Leaders provide clear direction and effective support to staff, enabling a positive culture where people's well-being, safety and personal outcomes are central to service delivery. Consequently, people benefit from a well-managed, responsive service that demonstrates a strong commitment to excellence.

Care & Support — Excellent

Care and support is excellent and consistently delivered by skilled, experienced staff who demonstrate professionalism and competence in meeting people's needs. Staff maintain accurate and up-to-date records clearly reflecting individuals' current needs and the high standard of care provided. Personal plans reviewed evidenced comprehensive and robust documentation. Nurses and care staff told us that any changes in a person's needs, condition, or concerns are reported promptly to the manager, ensuring care plans are reviewed and updated in a timely manner to maintain high standards of care. Care staff spoke positively about their roles and described feeling valued and respected within the organisation. One staff member told us, *"I love my job here, we make a real difference, I have never worked anywhere with such good standards."* and *"We are a really excellent team."*

We observed care staff engaging with people in a friendly, respectful, and person-centred manner. People's choices and preferences were consistently promoted, including decisions relating to meals, drinks, and snacks. The dining experience was of an exceptional standard, with meals observed to be nutritious, beautifully presented, and tailored to individual needs. The chef confirmed menus are adapted to reflect people's likes, dislikes, dietary requirements, and personal requests. We were told that if a meal is returned uneaten, alternative options are always offered and encouraged to ensure people receive food they enjoy. Fresh meat, fish, vegetables, and locally sourced produce are delivered regularly, supporting the provision of high-quality meals. The service has achieved a food hygiene rating of five (very good), demonstrating effective food safety and hygiene practices.

The service has systems in place for medication management. People receive their medication as prescribed. We looked at the medication administration records (MARs) and saw they are appropriately completed. Fridge and room temperatures are recorded daily by staff, and we saw the medication room to be clean and extremely well organised. The service promotes good hygiene practices and manages infection risks effectively. We observed staff using appropriate personal protective equipment (PPE) when required.

A safeguarding policy is in place to guide staff in protecting adults at risk from abuse, harm and neglect. Records confirmed staff have completed up-to-date safeguarding training. Where people are unable to advocate for themselves, family members or appointed representatives are involved in care reviews and decision-making processes, helping to ensure their views and best interests are represented.

Environment — Excellent

People experience a true sense of belonging within the home and benefit from a warm, welcoming environment. A variety of small communal areas provide opportunities to socialise with others, spend time quietly, or meet with family and friends. Bedrooms are personalised with people's own belongings and chosen items, promoting a homely and familiar atmosphere. Several dining areas and well-maintained gardens further enhance the high quality of the environment. We observed people making full use of the recently introduced outdoor seating areas during the warmer weather. People were seen enjoying time outdoors throughout the day with drinks and snacks provided. The area is further enhanced by an outdoor call bell system, enabling people to access support when needed while promoting independence. The seating areas provide a welcoming environment that encourages social interaction, conversation and laughter among people living in and visiting the service.

People are cared for in an extremely clean and homely environment. People are protected from environmental health and safety risks. The home offers first-rate accommodation for people living at the home and the provider has shown a commitment to developing and improving it for their people's benefit. People can be confident that there are effective arrangements at the home that will protect public safety and minimise cross infection. There is oversight to ensure staff follow the correct infection guidance. We found call bell checks are carried out and call bells accessible throughout all areas of the home.

Access and egress throughout the home is suitable for individuals with mobility needs. The entrance is secure, and staff requested identification and a signature in the visitor book before allowing entry. This demonstrates that the service monitors visitors appropriately to ensure only authorised individuals are permitted access.

People can be assured they live in a safe and well-maintained environment. During our tour of the home, we found hazards had been reduced as far as practically possible and hazardous substances stored securely. We observed domestic staff carrying out cleaning duties and reviewed a range of health and safety records, which demonstrated effective oversight of environmental safety. Confidential information was stored securely in locked areas. Regular fire safety checks are completed, individual personal emergency evacuation plans (PEEPs) are in place to support safe evacuation, and a current fire risk assessment is maintained. Staff receive appropriate fire safety and first aid training. All required fire safety works have been completed. The home, including its attractive gardens, provides a high-quality environment which is safe, secure, and exceptionally well maintained. People told us they value the home and enjoy spending time both within the interior and in the pleasant gardens, which offer stunning views and opportunities for relaxation and enjoyment.

Leadership & Management — Excellent

Leadership and management are excellent, providing people with confidence that the service is well governed and effectively overseen. The Statement of Purpose has been reviewed and clearly outlines the service's values and philosophy of care, placing a strong emphasis on choice, dignity and safety. Care records we examined demonstrated that these principles are consistently embedded in practice and reflected in the support people receive.

People can be assured that leadership and management provide effective oversight of the service and closely monitor the quality of care delivered. The service provider demonstrates a strong commitment to continuous improvement, supported by well-established systems and processes which promote the safe and efficient operation of the home. Comprehensive clinical and non-clinical audits are undertaken across key areas, including falls management, nutrition, medication, and skin integrity. The Responsible Individual is present at the home daily and maintains regular contact with people, relatives, and staff to obtain feedback on the quality of the service. We reviewed evidence of monitoring arrangements, including the most recent Quality of Care Review report dated January 2026, which was completed to a high standard and demonstrated robust quality assurance practices. These arrangements support the delivery of high-quality care and positive outcomes for people.

People can be confident that staff are fully competent in their roles, supported by robust recruitment procedures and comprehensive pre-employment checks to ensure they are suitable to work with vulnerable adults. Staff receive formal supervision every three months, alongside regular clinical observations of practice, providing opportunities to reflect on performance, discuss development needs and raise any concerns. We were informed that staff turnover is exceptionally low, with many employees having worked at the service for several years. This promotes continuity, consistency and positive relationships for people receiving care and support. At the time of the inspection, there was one staff vacancy. Staff told us they were keen to take the time needed to recruit the right person who would share the home's values and contribute to maintaining the excellent standards of care provided. The RI, manager and care staff described a range of initiatives to ensure staff feel valued and supported, including access to wellbeing support and encouragement to undertake further professional qualifications, particularly in relation to palliative and end-of-life care. The manager told us a member of staff has recently completed a MSc in Palliative Care and another undertaking a MSc in Clinical Geriatrics. This investment in staff development benefits people through the provision of excellent care delivered by a knowledgeable, confident and committed workforce. Innovative leadership, effective governance and a positive organisational culture contribute to consistently positive outcomes for people.

People benefit from safe, person-centred care delivered by trained and competent staff. Staff complete mandatory training, including safeguarding and dementia care, and receive a thorough induction. Policies and procedures support good practice, and the service makes safeguarding

referrals and notifies CIW of notifiable events when required.

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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