



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### Caerau Manor



2 Caerau Crescent, Newport, NP20 4HG



01633250583



[www.iriscaregroup.co.uk](http://www.iriscaregroup.co.uk)

The inspection visit took place on 22/04/2026

### Service Information:

|                                          |                                                                                                             |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Ocean Community Services Limited                                                                            |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                 |
| Provision for:                           | Care home for adults - with nursing, Provision for mental health, Care home for adults - with personal care |
| Registered places:                       | 8                                                                                                           |
| Main language(s):                        | English                                                                                                     |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.   |

## Ratings:



**Well-being**

**Excellent**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Excellent**

## Summary:

Caerau Manor is situated in a peaceful residential area of Newport, within walking distance of the city centre and local amenities. Good transport links, including nearby bus routes, enable people to access the wider community and maintain independence.

Well-being at Caerau Manor is excellent. People receive personalised support tailored to their individual needs, enabling them to make choices, develop independence and achieve positive outcomes. Individuals are encouraged to engage in activities that promote their emotional, social and physical wellbeing, and to maintain important relationships.

Care and support at the service is good. Personal plans are person-centred and detailed, reflecting

people's needs, preferences and identified risks. Staff know individuals well and provide consistent care, working collaboratively with external professionals to ensure health needs are met and outcomes are achieved.

The environment is good. The home is clean, pleasant and well maintained, offering a comfortable, homely setting. Bedrooms are personalised, and communal areas are welcoming, promoting social interaction and a sense of belonging.

Leadership and management at Caerau Manor is excellent. The service benefits from strong, visible and supportive management, with effective systems in place to monitor quality, support staff and drive continuous improvement.

## Findings:



### Well-being

**Excellent**

People living at Caerau Manor experience excellent well-being outcomes. Support is delivered in a way that promotes independence, dignity and positive outcomes. Individuals are supported to have choice and control over their daily lives. This is through flexible routines, access to the community and meaningful engagement in activities that matter to them. Feedback gathered during the inspection was overwhelmingly positive. One person described the home as “nice and stable” and another stated, “I am thriving now,” reflecting a strong sense of security and emotional wellbeing.

People are actively involved in their care planning and ongoing reviews. Records and discussions confirmed individuals contribute to weekly diaries and monthly meetings, ensuring their voices are heard and their aspirations shape the care they receive. This person-centred approach supports individuals to maintain independence, such as managing their own finances, shopping regularly and making decisions about their meals and activities. The service also promotes positive relationships, with people encouraged and supported to maintain contact with family and significant others.

There is a strong emphasis on supporting people to develop and maintain life skills. Individuals are enabled to take part in daily living tasks, including cooking and budgeting, which enhances confidence and independence. Access to activities is meaningful and tailored; for example, holidays and community engagement opportunities are encouraged, supporting social inclusion and emotional wellbeing.

Staff interactions observed during the inspection were kind, respectful and responsive. Staff demonstrated a good understanding of people's needs, including recognising changes in mood and responding appropriately. Individuals reported feeling safe and supported, with no concerns raised

regarding staff conduct. Safeguarding systems are embedded, and people are aware of how to raise concerns should they need to.

The home further supports wellbeing, enabling people to personalise their own space and feel at home. People expressed satisfaction with their living arrangements and demonstrated a sense of belonging. People told us how they enjoy cooking for one another and enjoy seasonal activities together.

Caerau Manor provides highly supportive and empowering opportunities for people to feel confident in their own abilities. People feel valued, listened to and able to achieve positive outcomes, with staff consistently encouraging independence, confidence-building and personal growth in a safe and nurturing environment.



## Care & Support

**Good**

People receive good quality care and support that meets their needs and promotes positive outcomes. Care planning arrangements are generally robust, with detailed assessments in place that reflect individuals' risks, needs and personal histories. These assessments provide a clear foundation for delivering consistent and personalised care that responds to each person's unique circumstances.

Records reviewed showed comprehensive risk assessments, particularly in relation to mental health, which are regularly reviewed and updated. This demonstrates that the service recognises and responds to risks appropriately. Staff are aware of these risks and are able to describe how they support individuals safely, ensuring that care is delivered in line with identified needs and agreed strategies. Risk management approaches are balanced and enable people to remain as independent as possible.

Personal plans are person-centred and cover key areas such as physical health, mental wellbeing and daily living support. Plans reflect people's preferences and support needs, ensuring they are treated as individuals. Individuals have access to external professionals where required, and there is evidence of regular health reviews, including medication monitoring and GP involvement. This ensures that people's health needs are monitored effectively and that specialist advice is sought when needed.

People experience continuity of care and are supported by staff who know them well. Staff spoken with are knowledgeable about peoples' needs and demonstrate confidence in managing complex situations, including supporting individuals during periods of crisis. Interactions observed were respectful, and staff supported people in a calm and reassuring manner, helping to reduce anxiety and promote emotional wellbeing.

Medication is generally well managed, with appropriate systems in place for storage, administration and recording. Controlled drugs are stored and recorded correctly, and audits are frequently undertaken. However, some areas require improvement, such as inconsistent recording of PRN medication outcomes, which limits opportunities for effective review and oversight.

People are empowered to make choices around their own safety and are supported to recognise when they may need more or less support. This demonstrates a positive approach to risk management, enabling individuals to build confidence, maintain independence and take appropriate levels of control over their own lives.



## Environment

Good

People live in an environment that is safe, clean and generally well maintained, supporting their comfort and wellbeing. The premises are suitable for the needs of individuals and provide a homely atmosphere where people can feel relaxed and secure. Bedrooms are personalised, enabling people to make their space their own, which contributes positively to their sense of identity and belonging. Personal items, photos and individual décor choices further enhance this, helping people feel settled and emotionally secure within their environment.

During the inspection, the environment was observed to be tidy and organised, with appropriate furnishings and décor throughout. Communal areas are accessible and provide space for people to socialise and engage in activities. These shared spaces promote interaction and reduce isolation, supporting positive relationships between people living in the home. The service supports independence by ensuring people can move freely within the home and access areas safely, with clear layouts and minimal restrictions to movement.

There are appropriate systems in place to manage health and safety. Records confirmed that key checks and certifications, including fire safety, electrical testing and gas safety, are up to date. Fire drills are conducted regularly, and Personal Emergency Evacuation Plans (PEEPs) are in place to ensure individuals are supported effectively in an emergency. Infection prevention and control measures are also in place, with structured cleaning routines, supporting a hygienic environment. Staff demonstrated awareness of these procedures and followed them appropriately during the inspection.

Maintenance systems are generally effective, with evidence of planned maintenance and routine checks in place. The presence of health and safety audits indicates that the provider monitors the condition of the premises and takes action where required. Some areas would benefit from ongoing attention to ensure standards remain consistently high, such as continued focus on storage and organisation during periods of refurbishment or change. This will help maintain consistency and reduce any potential disruption to people's daily lives.

The kitchen and food preparation areas are suitable, supporting individuals to engage in meal preparation where appropriate. People have access to facilities that meet their needs, including laundry and bathroom facilities, which are maintained to a good standard. These facilities support independence and choice in daily routines, enabling people to carry out tasks in a way that reflects their preferences and abilities.



## **Leadership & Management**

**Excellent**

Caerau Manor benefits from excellent leadership and management arrangements that promote a positive culture and support the delivery of high-quality care. The manager is described by staff as “amazing” and “very supportive,” demonstrating a visible and approachable leadership style that fosters trust and confidence within the team.

Governance systems are in place and generally effective in monitoring the quality and safety of the service. There is evidence of audits, regular meetings and oversight of key areas such as health and safety, supporting continuous improvement. Staff spoken with are aware of their roles and responsibilities and understand how to escalate concerns, including safeguarding matters.

Recruitment processes are robust, with appropriate checks undertaken to ensure staff are suitable for their roles. Staff files reviewed contained necessary documentation, including references, Disclosure and Barring Service (DBS) checks and proof of identity. Training opportunities are widely available, and staff reported access to both online and face-to-face training, helping them develop the skills required to meet people’s needs.

Supervision arrangements are in place, typically occurring every two to three months, providing staff with opportunities to reflect on their practice and receive support. Staff reported feeling valued and supported, although some noted that team morale has fluctuated due to recent staffing changes. Despite this, the manager has maintained stability and continues to support staff effectively.

There is evidence of open communication within the service, with staff meetings and informal discussions providing opportunities to share information and address concerns. The service demonstrates a willingness to learn and improve, with staff able to identify areas for development, such as increasing medication-trained staff to enhance activity provision.

Ongoing oversight and reflective practice further strengthen service delivery, ensuring improvements are sustained and that people continue to benefit from a responsive, well-led service that prioritises their needs and outcomes.

The leadership at Caerau Manor is strong, with a clear commitment to delivering high standards of care. The manager’s supportive approach, combined with effective systems and a motivated staff team, ensures people receive safe and person-centred care.

## 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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