



Cantref Care Home



Cantref Care Home, 87 Brecon Road, Abergavenny, NP7 7RD



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cantrefcarehome.com

Date(s) of inspection visit(s): The inspection visits for this service took place between 28/08/2025 and 28/08/2025

Service Information:

Operated by:	Cantref Homes Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	21
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Good

Summary:

Cantref Care Home is a residential care home situated in Abergavenny near local shops and community facilities. The service provides accommodation, care and support for up to 21 older people. It does not provide any nursing care.

We rated the well-being and care and support at this service as excellent. This is because people are at the heart of this service and receive high-quality person-centred care. People make everyday choices and are given opportunities to achieve meaningful well-being goals. Personal plans are individualised, detailed and reviewed regularly.

We have also rated the environment people live in as excellent; it meets people's needs, is homely, welcoming and clean. The provider undertakes regular refurbishment of the service, continually invests in the environment and sustainable practices.

Leadership and management is rated good because there is oversight of the running of the service, and appropriate systems in place to ensure care staff are trained and supported.

Findings:



Well-being

Excellent

People's well-being is at the heart of this service. People are treated with respect, kindness and dignity by the staff team and enjoy the companionship of others at the service. People are supported to work towards their own personal goals and try new things.

People live their lives in their preferred way, exercising choice and control wherever possible over their daily lives. We observed people being encouraged to make decisions about their daily lives, which fosters autonomy. They are supported to engage with activities in the service, local community and enjoy visiting local attractions depending on personal preference. Staff are enthusiastic about organising and accessing activities and events for people, and the service provider involves local community groups, artists and schools. The service actively consults with individuals and their representatives to gather feedback on what's working well and what needs improvement. Regular residents' meetings are held to ensure people are involved in decision making.

The service empowers individuals to build safe and healthy relationships. The service prioritises the importance of maintaining connections with relatives and friends, ensuring that relatives always feel welcome and well-informed through regular updates.

People respond very well to encouragement by care staff. We observed supportive, encouraging and meaningful interactions throughout our visit. People look to care staff for support if they are unsure and clearly find reassurance and comfort from staff supporting them. Care staff know people well, with many working at the service for several years and any changes to an individual's health or well-being are quickly identified and acted on. Appropriate and timely referrals are always made to a range of external professionals.

There are comprehensive systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. There is a robust recruitment process ensuring care staff are suitable to work with vulnerable people. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. Where there are necessary restrictions made in people's best interests to manage their safety, these are proportionate.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. In warmer weather people can access different garden areas. The home is clean, appropriately furnished and decorated throughout with the correct checks and servicing in place for utilities and fire safety features. Good hygiene practices are promoted, and staff receive infection prevention and control training.



Care & Support

Excellent

People receive high quality care and support to help them achieve their personal outcomes. Care staff support people with warmth and compassion. The service carries out an assessment prior to a person moving to the service to ensure they can meet their needs and to consider the impact on other people at the setting. Personal plans are then developed which are very detailed and set out what is important for each person in accordance with their likes and preferences. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. An electronic care record system provides instant access to all relevant information care staff need to support people well. Personal plans are routinely reviewed and updated when changes are identified.

It is clear care staff know the people they support well, and this knowledge is used to ensure people's voice is heard. Care staff were able to tell us what people like and about their needs. Care staff are proactive in approaching people to offer support or have a conversation with them. People told us *"Staff are great, cannot fault them"* and *"This is a lovely place and there is always someone there to help you"*. The service offers a good variety of formal and informal opportunities for people to voice their opinions on the service they receive.

People are kept safe by a strong approach to safeguarding. There is a proactive and positive culture of safety in the service, based on openness and honesty. All staff members have completed up to date safeguarding training, and there is a robust safeguarding policy in place to underpin good practice. Management creates a safe space for people to raise any concerns they have about their safety. People's rights are promoted as care staff provide support in the least restrictive way. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. Advocacy services are readily available.

People's health is comprehensively monitored, and they are supported by care staff who know them well and notice any changes quickly. This results in timely referrals to healthcare professionals, supporting people to maintain their physical health. Advice from health and social care professionals is recorded in personal plans, care staff follow this advice and record outcomes. There are robust medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Care staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control.



Environment

Excellent

People are nurtured in a homely environment, which is comfortable, clean and maintained to a high standard. Significant attention has been given to enhancing the aesthetics and overall environment ensuring an excellent level of decoration and state of repair throughout both the home and gardens.

There is a choice of communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared to be relaxed and comfortable, suggesting they are happy with the environment. Others we spoke with said *"This is a lovely place, and it is one of the better ones."* There are sufficient accessible toilet and bathing facilities. People's rooms are a good size and are personalised to their preference with items of importance, which helps create a homely feel. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. There is access to secure garden areas with a range of seating options dependent on the weather.

People thrive in an environment equipped with well-maintained and safe facilities that support their well-being goals. The provider ensures effective systems are in place to maintain and manage the accommodation. Fire safety equipment is checked, and alarms and lighting are tested regularly. Every individual living at the service has a personal emergency evacuation plan specific to their support needs. Fire drills take place to further ensure people's safety is protected in the event of a fire. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are very good. The food standards agency rated the service four, meaning there are good food hygiene standards.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their personal outcomes. The Statement of Purpose (SoP) outlines what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales. The RI has effective oversight of the management of the service. They visit the home regularly to speak to people and with staff to gain feedback about how people are doing. Quality of care reports are completed every six months. There are processes in place to oversee any complaints received by the service. There have been no complaints received since the last inspection.

At present, no one receiving a service has requested their support or any of their documentation in Welsh and the service would have to plan how and if they could facilitate a service in Welsh if this was needed.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified staff to deliver care and support. People benefit from continuity of care provided by a stable and familiar staff team. There are robust recruitment processes in place to ensure suitable care staff are employed at the service. All required employment checks are completed including requesting suitable references and sight of required identification before care workers start their employment. Care staff undertake an induction which includes shadow shifts and completing mandatory training. Care staff complete refresher training when required to ensure their skills are up to date.

All care staff are registered with Social Care Wales, the workforce regulator. Care staff attend regular team meetings, where ideas and suggestions are shared and discussed. One to one supervision sessions between care staff and management are held regularly to discuss all aspects of personal and professional issues and development. Annual appraisals are also completed. We were told by care staff they are happy in their roles, enjoy coming to work and feel supported by management.

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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