



Cwrt Mytton



Cwrt Mytton Home For The Elderly, Oak Street, Abertillery, NP13 1TE



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www.blaenau-gwent.gov.uk

The inspection visits for this service took place between 10/10/2025 and 15/10/2025

Service Information:

Operated by:	Blaenau Gwent County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cwrt Mytton Home for the Elderly is situated in the centre of Abertillery and is close to a range of community amenities. Accommodation with care and support is provided for up to twenty-eight older adults, nursing care is not provided.

People's wellbeing and the care and support they receive is good. People can make everyday choices and are given opportunities to take part in some activities. A good standard of care is provided, and people are treated with dignity and respect. Personal plans detail how people like their needs met and are reviewed regularly. The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Outdoor space is available to access when the weather is warm. The leadership and management of the service is good because quality assurance systems are effective, and the views of others inform improvements in service delivery. Staff feel supported by management, however further improvements in the frequency of refresher training and formal supervisions are required.

Findings:



Well-being

Good

People are treated with dignity and respect at Cwrt Mytton. People look well cared for and settled in their environment. Friends and relatives can visit when they wish.

People are encouraged and assisted by care staff to be as healthy as they can be. People's allergies, specialist diets and favourite food are known, and nutritional meals help people remain healthy. The service assesses people's care and support needs and any associated risks to their health and well-being. These are documented in personal plans, providing guidance for staff on how to support individuals with their needs. There are systems in place for receiving, storing and administering medications safely. Care staff know the people they are supporting well and seek medical assistance quickly when required.

People are encouraged to have control over their day to day lives where possible and make as many everyday choices as they can including, for example, where and how to spend their day, food and drink options. Plans are person centred, include people's social histories, likes, dislikes and preferences. People engage in the development of their plans giving them more control over their life choices. Residents' meetings are held on a regular basis giving people a voice and the ability to contribute to how the service is delivered.

There are systems in place to help protect people from abuse and harm. Risks to people are assessed and their safety is managed and monitored. Character and suitability checks of staff to undertake their roles before providing care are completed. Accidents and incidents are recorded and monitored, with actions taken to minimise further occurrence. The provider has a safeguarding policy and guidelines for staff to follow. Where there are necessary restrictions made in people's best interests to manage their safety; these appear proportionate.

The environment is homely and welcoming. Bedrooms are large, and communal areas are numerous and spacious. Individuals' rooms are personalised with their belongings on display which promotes belonging. Suitable mobility aids are in place to help people where needed. The garden is accessible for all. There is a range of systems to help mitigate risks to the health and safety of people at the service. The service promotes hygienic practices and effectively manages infection prevention and control procedures.



During our inspection we saw plenty of kind and warm interactions between people and the staff supporting them. It is clear staff know people well and work hard to support them to feel relaxed and comfortable. People we spoke with told us “*Staff are lovely*” and “*they look after me.*” Feedback forms we received from relatives were very positive stating that their loved ones are well cared for.

An assessment is completed before people move into the service to ensure people’s needs can be met. This pre-assessment leads to the development of bespoke personal plans. These set out how care staff support people in areas they need assistance as well as people’s preferences around how they receive care. Risk assessments highlight individual vulnerabilities and contain information on how to keep them safe. Personal plans include social histories, identify individual likes, dislikes and wishes, ensuring the persons voice is central to the care provided to them. Personal plans are reviewed regularly to ensure they remain up to date, moving forward consistent evidencing of people and/or their representative’s opportunity to be involved in these reviews will be captured.

People’s liberty is protected in line with legislation. If restrictions are needed to keep people safe, the service ensures correct processes are followed and Deprivation of Liberty Safeguard (DoLS) authorisations are sought. The service maintains a record of applications it has made and expiry dates, to ensure authorisations are in place.

Appropriate referrals to health and social care professionals are made with recommendations acted upon by the service. People’s health is monitored to enable the service to act responsively to any change in their needs. There are effective 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. Medication audits are completed on a regular basis we were told these would be strengthened to ensure practice remains safe and effective.

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 practices. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



Environment

Good

We walked around the environment and found it was welcoming, clean and comfortable. At the time of inspection, it was tastefully decorated for a forthcoming event celebrating Halloween and the anniversary of the service opening, everyone we spoke with loved how the communal areas looked. Accommodation is provided across two units on the ground floor. There are a range of communal areas for people to choose to be either in the company of others or spend time alone. People have their own rooms, which are clean and personalised to their own taste. People have family photos, pictures and trinkets in their rooms, which gives a homely feel to their surroundings. There are sufficient toilet and bathing facilities available. Adapted bathrooms improve people's accessibility and promote independence.

People live in a safe environment, with safety checks being conducted on a regular basis to identify and mitigate risks to health and safety. Arrangements are in place to ensure the environment is clean. There are maintenance and repair arrangements in place. Maintenance records confirm the routine testing of utilities and equipment such as hoists, slings and lifts. Fire safety tests and checks are completed on a regular basis. Personal emergency evacuation plans are in place and accessible in the event of an emergency. Fire drills will be completed on a more regular basis going forward.

We found cleaning regimes and standards of hygiene throughout the home to be good, and laundry duties are being maintained. The service employs a team of domestic staff to maintain the standards in the home. All staff have access to personal protective equipment (PPE). The service had been inspected by the Food Standards Agency and had been given a rating of 5, demonstrating hygiene standards are very good.



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 wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The Responsible Individual (RI) has oversight of the management of the service, through effective audit processes. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. The service manager has daily oversight of service delivery, supported by two deputy managers and a team of senior staff. The manager is experienced and suitably qualified for the role.

There is comprehensive monitoring of people's health and wellbeing. There are good effective processes in place to ensure accidents and incidents are recorded and any required actions are taken. A complaints process is in operation and compliments received from family members and visiting professionals are shared and celebrated.

There are robust processes in place to ensure safe recruitment. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. This enables the service provider to decide about the fitness of workers at the service. Care staff are supported to complete a robust induction to support them into their caring role. This includes completing mandatory training to ensure staff have the required knowledge and skills to support people at the service.

The timely completion of refresher training has improved since our last inspection but requires some further development; the introduction of a new electronic training platform will support this going forward. The frequency of staff supervision also requires some improvement to ensure all staff can receive feedback from managers about their work performance and to discuss any staff welfare issues on a regular basis. Staff also receive an annual appraisal. All eligible care staff are registered with Social Care Wales, the workforce regulator. Care staff told us 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
Without staff being up to date with their training or supervision people are placed at risk of potential harm.	

CIW has not issued any Priority action notices following this inspection.

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