



The Drive Residential Care home



Caldicot



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Date(s) of inspection visit(s): 23/07/2025, 04/08/2025

Service Information:

Operated by:	Terry Vers
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

The Drive is a small service situated close to Magor in a residential area with access to local shops and facilities. The service provides accommodation, care and support for up to four people with learning disabilities. 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.

The environment people live in is good; it meets their needs and has a homely feel. People have their own rooms and communal areas in which to spend time alone or with others. Outdoor space is available to access. Leadership and management is also rated good there is oversight of the running of the service, and appropriate systems in place to ensure care staff are 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 goals and try new things. Care staff understand people's individual communication styles, and support people to express their needs and make decisions daily and in a highly effective manner.

People have control over their daily lives as much as they are able. They choose where they wish to spend their time, and what they like to do each day. They are supported to engage with activities in the local community and enjoy visiting local attractions. Larger community trips and holidays are organised seasonally. People are also supported to maintain relationships with families and friends if they wish to. The Responsible Individual (RI) visits the service regularly and has discussions with people to help inform improvements at the service. Regular house meetings are held to ensure people are involved in decision making.

People are consistently encouraged to be as independent as they can, and care staff encourage them to complete tasks they are able to as much as possible. People respond 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 a number of years and any changes to an individual's health or well-being is quickly identified and acted on. Appropriate and timely referrals are 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. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. There are whistle-blowing and safeguarding policies and procedures in place. Where there are necessary restrictions made in people's best interests to manage their safety; these appear 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. The home is clean, appropriately furnished and decorated throughout. Good hygiene practices are promoted, and staff receive infection prevention and control training.



Care & Support

Excellent

People receive excellent care and support to achieve their personal outcomes. Care staff support people with warmth, compassion, and encouragement. Personal plans are 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. It is clear care staff know the people they support well, and this knowledge is used to ensure people's voice is heard through the formation and review of their personal plans. Personal plans are routinely reviewed and updated when changes are identified.

Care staff actively encourage people to be as independent as they can be. Personal plans identify what tasks, or parts of tasks people can complete for themselves, and how best care staff can provide meaningful support. Guidance is provided to care staff how to support people in a range of situations including morning and evening routines, or when in the community. Communication styles are adapted to suit each person to ensure full participation. 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 are kept safe by a strong safeguarding approach at the service, always seeking to improve safety through a culture of reflective practice. People's rights are promoted as care staff provide support in the least restrictive way. Advocacy services are readily available. Bi-monthly service user meetings are held, ensuring people have a voice and contribute to the running of the service.

People's health is comprehensively monitored, and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical health. Advice from health and social care professionals are 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

Good

The environment is suited to people's needs and support their wellbeing goals. There is a homely environment, which is comfortable, clean and maintained to a good standard. There are 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. The kitchen is clean and suitably equipped. Laundry facilities are available, and cleaning products are stored safely. There are sufficient toilet and bathing facilities. People's rooms are a sufficient 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.

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 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) 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. The reports evidence which areas are working well and what could be improved. There are processes in place to oversee any complaints received by the service. There have been no complaints received since the last inspection.

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. Supervision sessions take place regularly between the manager and care staff. Annual appraisals are also completed evidencing a commitment to the ongoing professional development of staff. We were told by care staff they are happy in their roles, enjoy coming to work and feel supported by colleagues and 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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