



Ashgrove



Barry



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www.potens-uk.com

The inspection visit took place on 02/07/2026

Service Information:

Operated by:	The Cedars Care Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Ashgrove provides accommodation and support for adults with learning disabilities and physical disabilities.

People experience positive outcomes because they are supported by a caring and stable staff team who know them well and promote their dignity, choice and independence. People live in a welcoming, personalised home and receive support to maintain relationships and enjoy meaningful experiences. Relatives and staff spoke positively about the service and leadership arrangements.

Care and support for people is good because people's needs are met by responsive, familiar care staff and care approaches are warm and respectful. We observed positive interactions throughout the inspection and saw people enjoying activities they valued. Staff work well with health professionals to meet people's changing needs.

We found the environment to be good, because people live in a clean, accessible environment that meets their needs and promotes their well-being.

Leadership and management arrangements support the delivery of good quality care. The provider has governance systems in place, staff receive regular supervision and training, and the Responsible Individual undertakes regular quality assurance visits. Staff described a supportive culture and told us they feel confident raising concerns.

Findings:



Well-being

Good

People achieve positive well-being outcomes because they are treated with dignity and respect and are supported to make choices about their daily lives. People are encouraged to maintain as much control as possible over decisions affecting them. We observed positive and respectful interactions throughout the inspection. Care staff offered people choices and supported them to make decisions about their day. We observed a particularly positive interaction between a care worker and a person they were supporting, where the staff member used pictorial communication aids to ensure the person had as much choice as possible.

People take part in activities that matter to them within the home. We observed people relaxing in their bedrooms, using sensory items and technology, and enjoying social opportunities. People and staff shared mealtimes in a warm, homely atmosphere.

People are supported to maintain relationships with those important to them. A relative told us: *"They are fantastic and absolutely brilliant. They really do care for the boy. They are like family."* The person's representative also described positive communication and told us staff keep them fully informed.

People receive support to maintain their physical, mental and emotional well-being. Records show staff work proactively with healthcare professionals and maintain oversight of appointments, health conditions and treatment requirements. Daily records demonstrate people regularly access sensory activities and some community opportunities. However, activities such as swimming and cycling, identified as important to people's well-being and sensory needs, do not consistently take place. This is not fully in line with commitments set out in the provider's Statement of Purpose.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are effective mechanisms in place to ensure every voice is heard and respected. There are support systems in place to identify and respond to potential risks.

People live in accommodation which supports their well-being outcomes. Bedrooms are highly personalised and reflect individual preferences. Accessible gardens, sensory facilities and specialist equipment support people to relax, socialise and maintain independence.



Care & Support

Good

People receive good quality care and support from staff who know them well. Care is delivered in a respectful and person-centred way and promotes people's health, independence and personal outcomes. We observed warm and respectful interactions between staff and people. Staff offer choices and promoted people's independence wherever possible. People are relaxed in the presence of staff and appear comfortable seeking support when needed.

People benefit from continuity of care because a stable staff team supports them. Care staff describe a positive and supportive culture within the home and attributed this to the manager's leadership and family-centred approach to care. Several staff have worked at the service for many years, helping them develop strong and trusting relationships with people and a good understanding of their needs and preferences.

People are supported to maintain their health and access specialist services when required. Records show staff engage appropriately with healthcare professionals and follow recommendations to support positive health outcomes. Medication arrangements support people to receive medicines as prescribed. Medication records are organised, and staff demonstrate a good understanding of their responsibilities in relation to medicines management.

People's personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs. We read personal plans and risk assessments which provide clear information about people's needs, preferences and routines. Regular reviews take place and records demonstrate staff work with relevant professionals to ensure support remains appropriate.



Environment

Good

People live in accommodation that meets their needs and promotes their independence. The home is welcoming, accessible and well suited to the people who live there. We observed a calm and relaxed atmosphere, with care staff responding sensitively to people's sensory needs and helping to create a comfortable environment. The home is located within a quiet, homely residential neighbourhood close to local amenities, helping people remain connected to their local community. The environment is light, warm, clean and well maintained. People's bedrooms are spacious, personalised and reflect their individual interests, preferences and support needs.

People have access to a range of communal and private spaces. Open-plan living areas support social interaction, while bedrooms provide privacy and opportunities for relaxation. Outdoor areas are attractive, accessible and well maintained. People have opportunities to spend time outdoors and enjoy the benefits of the gardens and patio areas.

We saw positive examples of environmental adaptations supporting people's needs. Specialist equipment is available where required and includes adjustable furniture, sensory equipment and accessible facilities. The service provider has introduced a new garden building and is developing it into a sensory space to provide additional opportunities for relaxation and sensory regulation. People enjoy a peaceful and attractive garden area, which is well used during the spring and summer months for relaxation, outdoor activities and social events.

Health and safety arrangements are robust. Records demonstrate regular fire drills, personal emergency evacuation plans, equipment checks, water temperature monitoring and routine servicing. These arrangements help ensure people remain safe while maintaining their independence.



Leadership & Management

Good

The manager maintains close oversight of the quality of care provided and demonstrates a detailed understanding of people's needs, outcomes and areas for development within the service. Their active involvement in the day-to-day operation of the home enables them to monitor practice closely and respond promptly to emerging issues. Staff told us the manager leads by example and promotes a positive, person-centred culture where people's well-being, choice and independence are prioritised.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. Care staff receive regular supervision and training appropriate to their role. We found sufficient staffing arrangements in place and agency staff are monitored appropriately. There is a strong sense of unity and team working within the workforce. Care staff are also appropriately vetted, monitored, and registered with Social Care Wales, the workforce regulator.

People benefit from a positive and compassionate culture that is supported by effective leadership and management arrangements. Care staff feel highly supported in their roles. They consistently describe the manager as approachable, supportive and operating an open-door policy. They demonstrate a good understanding of safeguarding, whistleblowing and duty of candour responsibilities. They are confident raising concerns both internally and externally. We found a culture of reflective practice, where concerns are discussed openly and learning is encouraged. The manager delivers frequent reflective practice sessions in team meetings. Feedback from relatives and staff about the service and management was overwhelmingly positive, providing assurance that people benefit from consistent leadership and a strong culture focused on their well-being and outcomes.

Good governance systems help monitor the quality of care and support continuous improvement. The Responsible Individual undertakes regular visits and quality assurance activities. Records demonstrate these visits include engagement with people and staff, review of key operational areas and oversight of service quality. Recent quality assurance reports demonstrate improved oversight of service quality through the identification of areas for development and associated action plans.

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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