



Castle View



Castle View Aged Persons Residence, Claude Road, Caerphilly, CF83 1UZ



02920852554



www.caerphilly.gov.uk

The inspection visit took place on 31/03/2026

Service Information:

Operated by:	Caerphilly 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 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:

Castle View provides care and support to older people in a central location which is a few minutes walk from Caerphilly town centre.

People living at the service experience good well-being. They are supported to feel safe and are treated with dignity and respect by a well-trained, dedicated staff team. Activities are available which support people to enjoy their day-to-day lives. Feedback is consistently positive, with residents, family and professionals speaking highly of the service.

We rate care and support as good as people are assisted according to their needs, likes and preferences. Staff have positive relationships with people, who know them well. We saw and heard positive, warm and friendly interactions throughout our visit. Personal plans are being reviewed on a regular basis; however, further work is needed to strengthen outcome-focused planning to ensure people's individual goals and aspirations are clearly identified and remain central to care delivery.

People benefit from a good quality environment that supports their well-being. Castle View provides a safe, comfortable and homely setting. People living with dementia are supported within a separate unit which promotes smaller group living. Regular environmental and health and safety checks are completed to identify and reduce potential risks. Fire safety training needs to equip staff to enable employees to safeguard people living, working and visiting the premises.

Leadership and management arrangements support the day-to-day running of the service. Managerial stability has improved, contributing to a clear and consistent ethos of providing good care to older people. The Responsible Individual (RI) has effective oversight of the service and performs regulatory duties as required.

Findings:



Well-being

Good

People receive care that upholds their dignity and respects their individuality. People are encouraged to make everyday choices to select their clothes, participate in activities and spend time as they want. Staff are familiar to people and know them well having developed positive relationships. A keyworker system provides each person with a designated staff member, which supports consistency and familiarity. During the inspection, we observed staff interactions that were kind, friendly and respectful, helping to build trust and person-centred support. However, we found consultation processes used by the provider to seek people's views are limited. This can reduce opportunities for people to influence how the service is developed and delivered. People told us they have regular discussions with their keyworkers, which provides some opportunity to share views at an individual level.

People are safeguarded from harm and experience positive outcomes in relation to their safety. Staff support people in ways that promote independence while ensuring potential risks are identified and managed appropriately. People are enabled to maintain familiar routines, which supports confidence and reduces anxiety. Staff attend safeguarding training and demonstrate a clear understanding of their responsibilities in protecting people from harm.

People are supported to develop and maintain positive relationships with others. Families are welcomed and visit regularly, which helps people remain connected to their loved ones. Information contained within "This Is Me" documentation supports staff to engage meaningfully with people by understanding their social histories, interests and preferences. During the inspection, people were observed spending time together in shared areas, including watching snooker in the quiet lounge, showing they felt relaxed and comfortable within the environment. Opportunities for social engagement are built into staff's regular duties, helping to ensure activities are offered regularly. The service also has access to a minibus, to support people to visit the local community and maintain social inclusion.

People live in comfortable accommodation that supports their well-being. The environment is homely and well maintained, and people's bedrooms are personalised with photographs and keepsakes promoting a sense of identity and belonging. People have access to appropriate facilities and equipment which support them to remain as independent as possible in their day-to-day lives.

The service provider does not currently offer the service through the Welsh language. People are asked about their preferred language as part of the admissions process, and information can be provided in Welsh upon request. People are supported to celebrate cultural activities and events that are important to them.



Care & Support

Good

People are receiving good quality of care and support; however, improvements to ensure people's outcomes are consistently identified and embedded in practice are required. Personal plans clearly describe people's assessed care and support needs and provide staff with guidance on how to meet these in line with each person's likes and preferences. We saw numerous examples within people's care plans of care delivered in an individual, person-centred way. Reviews of personal plans are taking place, and we were informed that audits of each person's plan are in progress. However, people's desired outcomes are not consistently recorded or clearly defined. This limits the service's ability to fully demonstrate how care and support help people achieve what matters to them. Outcomes for people require improvement because people are not being consulted about whether their outcomes are being fully met, and we expect the provider to make necessary improvements.

In addition, consultation with people and those important to them during the review process requires strengthening to ensure people are fully involved and their views meaningfully inform decisions about their care and support.

People can be accommodated at the service on a short-term basis, including respite placements. Pre-admission assessments are completed and consider the needs of the prospective person alongside those of people already living at the service, helping to promote compatibility and safety. We were informed that people regularly access the service for respite care, and some of these individuals have subsequently transitioned to permanent residency. A visiting professional told us the service is flexible to meet individual needs.

People are supported safely within the service. Systems are in place to monitor risks and ensure care is delivered appropriately. Medication is administered safely by staff who have received appropriate training. Clear procedures are in place to respond to medication errors, and these are followed. Medication audits and checks are completed and reviewed by the manager, supporting safe practice and continuous oversight.

People spoke positively about the quality of care they receive, including mealtime experiences. We observed the midday meal in the main dining room, which was well organised and presented as a social occasion. Tables were appropriately laid and decorated for Easter, contributing to a pleasant dining experience. Staff provided assistance in a calm and unhurried manner and were responsive to people's needs. Alternative meal options were offered when required, supporting choice and individual preference. People expressed satisfaction with the meals provided; one person told us their favourite meal was the Sunday lunch, which they described as "*wonderful*." These arrangements contribute positively to people's physical health, comfort and general well-being.

Systems are in place to monitor people's dietary intake, weight and nutritional needs to support physical health. Referrals to healthcare professionals are made promptly where concerns are

identified. The service is supported by district nursing teams and palliative care services, ensuring people receive appropriate healthcare support when required.



Environment

Good

People live in a safe environment with appropriate and well-maintained facilities and equipment. The service provides people with a warm, comfortable and well-furnished place to live. The layout and presentation of the environment support people's comfort and enables staff to deliver care effectively and safely. Facilities and equipment are suitable to meet people's assessed needs and promote independence wherever possible. Cartref, the unit which supports people living with dementia adopts dementia friendly approaches with smaller community living which supports familiarity and social inclusion.

The environment supports people to live independently and remain socially included. People have access to a range of communal and private areas, enabling them to choose how and where they spend their time, either alone or with others. People can move freely around each unit of the home, which supports autonomy and well-being. Outdoor spaces are safe, attractive and accessible, providing further opportunities for people to enjoy fresh air and social interaction.

Risks to health and safety are identified and reduced as far as possible through effective monitoring, auditing and maintenance systems. We found cleaning regimes to be robust and standards of hygiene throughout the home to be good. The service has achieved a Food Standards Agency hygiene rating of 4, indicating good hygiene practices. Systems are in place for management to identify environmental concerns and request repairs or improvements in a timely manner. Most of the maintenance work is undertaken by a member of the provider's maintenance team, with additional oversight and support from external contractors. The services fire risk assessment reported that staff fire drills are insufficient. A report following an RI visit to the service gave assurance this had been addressed. However, a recent Fire Safety visit maintains the fire and safety training is not suitable or sufficient to safeguard people living, working and visiting the service. Outcomes for people require improvement because staff are not receiving necessary fire training and we expect the provider to make necessary improvements.



Leadership & Management

Good

Governance arrangements which support the running of the service have been strengthened. The manager is experienced, having worked at the service for several years, and is supported by a deputy manager as part of the management team. A stable group of long-standing and dedicated staff make up the core team. The service has recruited to replace staff who have left, including part-time positions, which supports an appropriate staff mix and helps ensure continuity of cover. Staff spoke positively about their roles, reporting they enjoy working at the service and are proud of the standard of care and support they provide to people. This view was reinforced by a visiting professional who described the staff team as *“marvellous, knowledgeable and professional.”*

The RI has good oversight of the service. Three monthly visit reports demonstrate consistent engagement, visibility and accountability. The RI monitors compliance listens to people’s views and ensures actions are followed through. However, mechanisms used to ensure people’s voices are heard, respected and used to shape service development require further strengthening. Surveys are conducted following a person’s respite stay at the service.

Vetting arrangements which ensure staff are suitable to work with people who may be vulnerable are satisfactory. Staff are well supported by the service provider through effective induction and continuous training. All new staff complete an induction programme that includes mandatory training and access to key policies and professional codes of practice. This equips staff with the knowledge and skills to deliver consistent, person-centred care and support. Those eligible are registered with Social Care Wales (SCW), the workforce Regulator. Staff have access to training opportunities and have completed an appropriate level of training. Staff development strengthens practice, promotes confidence and supports workers to respond effectively to people’s changing needs.

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
Personal plans fail to set out how individuals will be supported to achieve their personal outcomes. Work is needed to strengthen outcome-focused planning to ensure people's individual goals and aspirations are clearly identified and remain central to their care delivery.	31/03/26
Employee fire safety training must be suitable and sufficient to safeguard people living, working and visiting the service.	31/03/26

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

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*