Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Mont Claire

Caerphilly County Borough Council, 65 Montclaire Avenue, Blackwood, NP12 1EF

01495220248

www.caerphilly.gov.uk

The inspection visit took place on 04/11/2026

Service Information:

Operated by:	Caerphilly County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability
Registered places:	5
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:

The most recent CIW inspection at Mont Claire found peoples well-being outcomes as good. People receive person-centred support and are supported to maintain meaningful relationships. Care and support is good. Staff demonstrate positive and knowledgeable relationships with the people they support. Interactions observed indicate staff know people well and are committed to ensuring people experience a positive and meaningful stay.

The environment is good. Mont Claire provides a clean, homely and well-maintained environment that supports people's needs. Leadership is good. Arrangements are effective and support positive outcomes for people. Managers promote learning, maintain oversight and implement improvements transparently. A stable workforce, effective quality assurance processes and responsive staffing arrangements support continuity, safety and people's well-being.

Findings:

Well-being — Good

People experience positive outcomes and receive support from staff who know them well and treat them with dignity and respect. Relatives consistently provide positive feedback about the quality of support at Mont Claire. One relative stated, *"My daughter absolutely loves staying at Mont Claire. They meet her needs and that's all we can ask for as a parent entrusting them with our daughter. Daughter is happy and settled at the service. We appreciate the staff and the service they provide."* Staff share similar views and explain that they have *"worked hard to build positive relationships with guests and their families."* Staff also listen to concerns and *"put their minds at ease."*

Comment [LW1]: Maybe consider - Staff described how they respond proactively to concerns raised by families and provide reassurance when required

Staff provide individualised support that is guided by regularly reviewed personal plans. Before each stay, staff contact people and their representatives to discuss any changes in needs, preferences or routines and identify what people would like to achieve during their stay. Personal plans remain person-centred and contain information about people's backgrounds, interests and preferences. The plans provide guidance on how staff can best support individuals and include information about health, well-being, interests and personal circumstances.

The service promotes Welsh language and culture. Staff use Welsh words and phrases throughout the service and include commonly used Welsh words alongside English translations within personal plans to support communication between people and staff. The service provides information to people and families, including booking correspondence, in both Welsh and English.

Staff support people to remain safe while maintaining choice and control over their daily lives. Staff complete appropriate training and follow measures that promote safety. People move freely around the service, access the garden and take part in walks and community activities with support from staff. Staff promote positive risk-taking and balance safety with independence.

Staff encourage people to express their wishes and make choices. Staff support people to participate in meaningful activities within the service and the local community. During the inspection, staff supported people to visit a local garden centre and café. Photographs displayed throughout the service show people participating in a wide range of activities and experiences, including community events, baking, visits to local amenities and celebrations of special occasions. Staff interact with people in a warm and respectful manner, demonstrating positive relationships and responsive support.

The service is strengthening the way it records and evidence individual well-being outcomes during each stay. Staff have begun linking personal outcomes more clearly to daily records and demonstrating how they support opportunities, choice and progress towards achieving outcomes.

Care & Support — Good

Staff provide a combination of planned activities and opportunities for spontaneous choice, enabling people to take part in experiences that reflect their interests, preferences and desired outcomes. The service are working towards developing further opportunities for people during their stay, providing greater access to trips and experience of people's choice to improve their stay and ensuring that people are participating in regular and meaningful activities in line with their interests.

People work towards important life outcomes and transitions. Staff support people to achieve greater independence, including moving from the family home into supported living. Staff feedback demonstrates the role that Mont Clare plays in supporting these outcomes. Relatives also provide positive feedback about people's experiences, describing them as "*happy, content, looked after and supported by the staff at the service*."

Staff manage people's medication safely. During pre-stay discussions, staff review current medication arrangements and any recent changes. Staff compare the information provided with existing records and update personal plans where necessary. Staff complete medication counts throughout the day and follow multi-factor checking processes to support the safe storage, administration and monitoring of medicines. Staff complete annual medication training and competency assessments to promote safe practice. On arrival, staff check medication supplies to ensure people have sufficient medication for the duration of their stay and contact relatives if they identify any discrepancies.

Staff support people to make healthy food choices during their stay. Food purchases reflect people's preferences and choices identified through pre-stay discussions and previous knowledge of the individual. Where appropriate, staff encourage and support people to participate in meal preparation, promoting independence and daily living skills.

Staff support people to maintain relationships with those who are important to them. Staff facilitate telephone and video calls throughout people's stays and support people to meet relatives and friends in the community when appropriate. Electronic devices, including iPads, are available to support communication when people do not have access to their own equipment.

People participate in their local community and celebrate a range of events and achievements. Activities include celebrations such as Halloween and St Patrick's Day. The service also recognises and celebrates individual achievements and successes through social events and parties.

Environment

Good

Mont Claire is a homely environment located close to local amenities. The service has access to a minibus to support people to access the community and attend trips. Adequate parking is available for the vehicle. The service has a front garden and a pathway leading to the main entrance. To the rear of the property, there is an enclosed garden that people can enjoy. The garden contains a range of facilities including football goals, outdoor seating and sheds that store games and seasonal activities. The garden is well maintained and provides privacy for people staying at Mont Claire.

The environment is clean and tidy throughout. There is no lift access to the first floor and staff consider people's individual needs when planning stays to ensure suitable bedroom accommodation is available. The ground floor contains communal spaces where people can socialise, share meals, watch television and take part in craft activities. The first floor includes a games room. During the inspection, people used and enjoyed this space

The service provides a homely environment. Photographs displayed throughout the property capture people's experiences and activities at the service. Soft furnishings throughout the property contribute to a welcoming atmosphere. The kitchen sits at the centre of the service, enabling staff to maintain visibility while preparing meals and supporting people. The layout also provides a welcoming space where people can participate in meal preparation and cooking activities together. However, some furniture within the property and garden appears worn and would benefit from replacement.

Plans have been in place for some time to develop a modern purpose-built building to support people who access Mont Claire. This is a substantial project with an unknown completion date. The development incorporates feedback from relatives, friends, staff and professionals and reflects the needs of people who use the service. The new building will provide modern facilities and increase the service's capacity to support more people at the same time.

Staff complete daily, weekly and monthly checks routinely and all required health and safety certifications remain up to date. The manager maintains oversight of these arrangements, ensuring inspections are completed within required timescales and that any actions arising from inspections are addressed promptly.
The service continues to adapt the environment to meet the needs of the people it supports. Staff implement improvements that enable the service to accommodate a wider range of needs, including window adaptations and the provision of specialist beds and chairs. These adjustments help people receive care and support in an environment that reflects their individual requirements.

Leadership & Management — Good

Managers support staff development and promote continuous learning. The service closes for one week each year. During this time, all staff attend face-to-face training. This helps staff maintain the skills required to support people with diverse needs. Staff also complete online learning and competency-based assessments.

Staff remain up to date with supervision and appraisal arrangements. Records demonstrate a commitment to learning and development. They identify areas for improvement and professional interest. Supervision provides opportunities for reflection and discussion. Staff can suggest improvements to the service and people's experiences.

Managers complete regular audits and document findings clearly. Staff understand their responsibility to raise concerns. They contribute to the service's quality assurance arrangements. Care staff have supported the development of a guest compatibility assessment. Staff knowledge and experience inform this assessment. It records information about relationships and social compatibility. This information promotes well-being and supports positive future stays. Managers respond to staff feedback about support needs. They adjust occupancy levels when people require additional support. This ensures staffing arrangements meet people's needs effectively. It also helps maintain positive experiences for people using the service.

The service use technology to further support the day-to-day organisation of the service. A colour-coded system supports pre-stay contact arrangements. Staff use this system to track completed calls. They record relevant information and identify specific requirements before admission. An electronic rostering system supports workforce management. Staff can request additional shifts through the system. Managers approve or decline requests based on hours worked. This helps ensure staff receive adequate rest between shifts.

Managers actively implement service improvements. The learning taken place during inspection was openly shared with all staff members. Changes required and the reasons behind them were broken down to how the changes supports the well-being of the people at the service. This promotes transparency and supports consistent practice.

The service benefits from a stable core workforce. Managers also use staff from other local authority services and agency workers. Where possible, they request staff who know the service. This promotes continuity and consistency for people receiving support. Staffing arrangements meet people's needs. We observe this during the inspection. Staff feedback also confirms this.

People are safeguarded by trained staff. Staff complete mandatory safeguarding training. They maintain registration with Social Care Wales. Managers complete appropriate recruitment checks

before appointment.

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.

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.