



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Maes Teg



Maesteg, Park Street, Denbigh, LL16 3DE



07467956000

Date of inspection visit: 7 July 2026.

Service Information:

Operated by:	John Roberts
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

Maes Teg care home provides a positive and supportive environment where people receive person-centred care from a committed and caring care staff team. Care staff know people well, treat them with dignity and respect, and promote independence, choice, and well-being. Overall, evidence gathered indicates that people receive good quality care and support in a homely environment.

Well-being within the home is good, with people supported to live meaningful and fulfilling lives. People have personalised activity plans that reflect their individual interests, preferences, and abilities. Care staff encourage people to take part in activities they enjoy and support them to make choices about how they spend their time.

Overall, the home provides a good living environment for people. It is clean, comfortable, and homely. Although areas of the home appear dated and tired, people benefit from a settled, family-oriented environment where they feel supported and well cared for. Positive interactions between care staff and people contribute to the friendly and relaxed atmosphere within the home.

Leadership and management promote a person-centred culture and place people at the centre of practice. However, oversight and quality assurance arrangements are not consistently effective in identifying, monitoring, and addressing areas requiring improvement. Whilst some governance systems are in place, these are not always robust or implemented consistently and therefore requires improvement.

Findings:



Well-being

Good

People benefit from a supportive, homely and reassuring environment. They have developed positive, respectful relationships with care staff and interact with them comfortably and confidently. People were observed sharing their daily experiences, discussing their preferences and seeking support when faced with challenges. This demonstrates that people trust care staff to respond with empathy, understanding and consistent emotional support. The home promotes a person-centred approach and supports people to make choices and have control over their daily lives.

People living at Maes Teg are supported to participate in meaningful activities, hobbies and daily routines that reflect their individual preferences, interests and aspirations. Care staff respect and promote people's rights, choices and independence, ensuring they have control over how they spend their time. Care staff know people well, meaning they can suggest activities and experiences tailored for each person based on their individual interests. People are encouraged and supported to maintain important relationships with family and friends and to remain connected to their local communities through a range of social and community-based opportunities.

People living at Maes Teg have access to a range of healthcare professionals to support their health and well-being. People are registered with local health services and are supported to access routine and specialist healthcare appointments, including those with General Practitioners, dentists, opticians, consultants and dietitians. People's healthcare needs are monitored and responded to appropriately. Hospital passports contain information about people's health needs, appointment letters, hospital correspondence and notes from healthcare professionals, providing a clear overview of their healthcare involvement and ensuring important information was readily available.

Care staff have a good understanding of people's nutritional requirements and make appropriate adjustments in line with their personal plans, risk assessments and healthcare recommendations. For example, meals are adapted to meet specific needs, including reduced salt diets, modified food textures and food that is cut into smaller pieces to support safe eating and drinking. People are actively involved in decisions about their meals and are offered choice and flexibility daily. People told us they enjoyed the food provided and commented that meals were of a good quality. They explained they are asked each day what they would like to eat and are able to choose meals based on their preferences.

At the time of the inspection, none of the people living at Maes Teg identified Welsh as their first language. However, the service demonstrates a commitment to the Welsh 'Active Offer'.



Care & Support

Good

Care and support at Maes Teg are planned and provided in partnership with people, ensuring their preferences, wishes, aspirations and individual goals are central to the support they receive. Personal plans provide care staff with clear guidance on how people wish to be supported and identify any risks, health needs and specialist requirements. Plans contain relevant information about people's needs and how these can be met. Personal plans, Positive Behaviour Support (PBS) plans and risk assessments are generally aligned and provided a consistent picture of people's needs. However, records are not always updated appropriately and amendments had been made by hand rather than being fully incorporated into the personal plan. Improvements are required to ensure records are maintained accurately and personal plans remain up to date.

Daily records are completed for each person and provide a comprehensive account of their day, including meals, health and well-being, personal care, activities, appointments, social interactions and any significant events. Records reflect the support provided and demonstrate how people are enabled to maintain their routines, interests and independence. This supports continuity of care and enables care staff commencing subsequent shifts to have an accurate and up-to-date understanding of each person's well-being, current needs and any actions required.

The home benefits from a stable and well-established care staff team. This long-standing care staff retention provides people with consistency, continuity and familiarity in their care and support, enabling trusting and meaningful relationships to develop over time. We observed positive and respectful interactions between people, care staff and the deputy manager. Care staff demonstrate a warm, compassion and a genuine commitment to supporting people's well-being. They knew people well, including their individual preferences, communication styles and support needs, and used this knowledge to provide personalised care.

The home has appropriate arrangements for the management of medication. Medication is stored securely and administered by suitably trained care staff in line with the service's policies and procedures. We reviewed Medication Administration Records (MAR) charts and medication storage arrangements, which demonstrated regular checks are undertaken to support the safe management of medicines.

Training records demonstrate care staff have access to core training relevant to their roles. However, the manager and care staff told us that additional training opportunities would be beneficial. Care staff reported that some training is not refreshed as frequently as they would like and identified a need for more regular and specialised training to enhance their knowledge and confidence in supporting people with increasingly complex needs.



Environment

Good

The home is arranged over two floors, with people's bedrooms located on both levels of the property. Sleep-in facilities for care staff are available within the home, supporting safe and effective overnight staffing supervision arrangements. People told us they are happy with their bedrooms and feel able to make them their own. Bedrooms are personalised with photographs, furnishings, decorations and personal belongings chosen by people. This helps to create a comfortable, familiar and homely environment that reflects people's personalities, preferences and interests. Whilst the home provides a welcoming and homely atmosphere, the environment would benefit from significant refurbishment. Parts of the home appeared tired and worn, with some areas showing signs of general wear and tear. Although cleaning arrangements are in place, improvements are required to ensure consistently high standards of cleanliness are maintained throughout the home.

The home provides a welcoming and homely environment for people living there. People appeared relaxed and at ease in their surroundings, and the environment supports their day-to-day well-being and independence. People told us they feel safe at Maes Teg and spoke positively about their experiences of living in the home. They told us they enjoy living there and are comfortable in their surroundings.

The off-road parking to the front of the property provides a safe and accessible point of entry to the home. This arrangement is particularly beneficial for people with mobility needs, including those who use wheelchairs, as vehicles can park close to the entrance, enabling care staff to support people safely when entering and leaving transport. This promotes people's safety and access to community activities, social opportunities and healthcare appointments.

To the rear of the property there is a shared garden area with the neighbouring care home which is also owned by the Responsible Individual. The outdoor space is safe and secure providing people with opportunities to spend time outdoors in a relaxed environment. The garden offers additional space for socialising, leisure activities and relaxation, whilst remaining accessible to people living in the home. We observed measures in place to ensure the area is secure and suitable for people's use.

We reviewed a range of maintenance and safety records and most are current and demonstrate that routine servicing, maintenance and safety checks are being undertaken. These include records relating to equipment servicing and environmental safety checks.



Leadership & Management

Requires Improvement

The home benefits from a stable and consistent care staff team, with several care staff having worked at Maes Teg for many years. This provides people with continuity of care and enables the development of positive, trusting relationships between people and those who support them. Care staff told us they feel well supported by the management team and the Responsible Individual (RI). Care staff describe management as approachable and said they are comfortable seeking advice, raising concerns and discussing issues affecting the service. Care staff demonstrate an understanding of their safeguarding responsibilities and express that concerns are listened to and acted upon.

Whilst care staff report feeling supported and there is evidence of positive working relationships within the service, improvements are required to strengthen management oversight and governance arrangements to ensure the quality and safety of the service are consistently monitored and improved.

The service has management arrangements in place; however, oversight of supervision and appraisal processes for the management team requires improvement. We were unable to find evidence that managers had received regular formal supervision or annual appraisals in line with the Statement of Purpose (SoP) and the requirements of regulations. We did not identify evidence that people were at immediate or significant risk as a result of these findings. However, improvements are required to ensure supervision and appraisal arrangements for managers are completed, clearly recorded and regularly reviewed. We have identified this as an Area for Improvement.

Management must strengthen oversight of care and governance documentation to ensure records are accurate, up to date and reflective of people's current needs. Personal plans, risk assessments and associated records should be reviewed and updated promptly when changes occur, with all amendments clearly recorded and incorporated into the relevant documentation. In addition, managers must ensure provider assessments and other quality assurance documents are completed correctly and used effectively to monitor the quality and safety of the service. Management should have a clear understanding of the purpose of these documents and ensure they are completed comprehensively, analysed appropriately and used to identify, monitor and drive improvements. We have identified this as an Area for Improvement (AFI). We expect the service provider to take action to address these issues and will review progress at the next inspection.

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
Management team to be provided with one to one supervision and annual appraisal.	29/11/22
The service provider should ensure that changes to care and support needs are updated promptly within personal plans to ensure records remain accurate, current, professional, and accessible to staff (every 3 months).	29/11/22
People can't be assured that the service have assessed care and support needs.	29/11/22

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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