



## Cherry Tree Luxury Care Home



Cherry Tree Care Home, 209 Newport Road, Caldicot, NP26 4AF



01291421940



[www.dreamscarehomes.co.uk](http://www.dreamscarehomes.co.uk)

**Date(s) of inspection visit(s):** The inspection visits for this service took place between 18/12/2025 and 23/12/2025

### Service Information:

Operated by:	Dreams Care Homes (Cherry Tree) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	41
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:

Cherry Tree Luxury Care Home is situated in Caldicot and has close ties with the local community. People's well-being outcomes are good because the service maintains important links with the community which people highly value and look forward to. People are happy with the service they receive and are complimentary of the staff team. The quality of care and support is good because people experience a service delivered by knowledgeable, skilled and compassionate care staff. The care team work well together to support consistently good daily outcomes for people who are treated with dignity and respect. The environment is good and supports people's daily outcomes.

Leadership and management at the service is good. They provide effective support and guidance to care staff and nurses. People and visitors to the service appreciate the accessibility of management and have confidence in how the service is run. Management know people well, and daily oversight of people's outcomes ensures standards are maintained. The responsible individual (RI) is accountable for quality assurance and service monitoring is good. Overall, governance arrangements are mostly effective. There are systems in place to protect people from harm. There is a culture of openness and honesty throughout the team and staff feel valued and supported. Service leaders demonstrate the commitment and integrity to further strengthen the service.

## Findings:



### Well-being

Good

People are treated with dignity and respect and receive support within a positive and nurturing culture. The service works well to support people to have as much control as possible over their day-to-day lives. Care staff communicate with people with sensitivity and kindness. The service has a clear commitment to listen to people and understand what is important to them. People and their representatives are invited to attend meetings to share their views and opinions, which helps shape the service they receive. Most people we spoke with are confident their views are considered, whilst others remain optimistic about their suggestions influencing change where they would like.

The service offers choice in their daily activities. A lifestyles team organise group and individual activities, and people take part in social events depending on personal choice. We saw a full range of activities for Christmas week. This included a nativity play from the local primary school, a choir concert and a Christmas party. The service works exceptionally well to involve the local community, with close working relationships with the local primary school and church groups. People told us of the joy they experience when the primary school visit once a week. During the visit people like to read with the children, chat, complete puzzles and craft. One person told us "*It is the highlight of my week.*" A newsletter and activity planner is shared with people, as well as the notice board in the communal hallway. Types of activities range from a women's group, men's group, choir concerts, fitness sessions, dog therapy, faith events, fundraising events such as Children in Need and musical events.

People receive effective support to cultivate and maintain personal relationships. People have frequent opportunities to meet with those important to them, and care staff know people's regular visitors well. Representatives told us they feel listened to and included by the service, which is highly valued. The service is welcoming to visitors and arranges events whereby people and their guests can attend together. We saw some people living at the home who have formed firm friendships with each other and enjoy spending time together.

The service is working towards providing the Active Offer of delivering a service in the Welsh language. Documentation is available, and those living at the service have access to Welsh speaking visitors. People told us they are helping staff learn some common phrases and encourage them to use basic Welsh words often with great success.



## Care & Support

Good

People receive good care and support to achieve their personal outcomes. They experience care and support which is dignified and respectful. People receive continuity of care from a staff team, who know them well. We saw care staff being kind, friendly and treating people with genuine warmth. Good communication between the staff teams ensures daily handovers are effective. Some people told us they sometimes experience a wait for care staff to be available but are highly complimentary of the care when they receive it. The provider is aware and has identified immediate changes to support more prompt responses to call bells and other requests from people.

The service completes a comprehensive initial assessment of a person's needs, preferences and goals. Representatives for one person described the transition from hospital to Cherry Tree Luxury Care Home as well-managed, with clear communication and full involvement. The service completes personal plans to inform care staff of how to best support a person. The service is further developing care documents to enhance the details, such as people's networks, life before retirement and what is important to them. We found many plans to be strengths-based, focusing on what people can do for themselves. Key staff at the service complete regular reviews of the personal plan with people or their representatives, most updates were sufficiently recorded. Records of daily care and personal outcomes are somewhat maintained, but the service provider is actively investing in electronic record systems. This will enable care staff to always maintain records. Risk assessments are well written and fully inform care staff.

People's medication is safely managed and administered by nursing staff. Policies and procedures are in place and training, and competencies are up to date for all nursing staff. Daily medication records are complete, visiting professionals review medication, and complete routine health checks. We saw good records of referrals to other health professionals and close monitoring of people who experience a decline in their well-being. The service considers people's best interests when making any changes to their care and support. Care staff listen and respect people's day-to-day choices regarding personal care, grooming routines and how people choose to dress. People have access to a wide variety of home-cooked meals. The service caters for a variety of dietary needs and preferences. Care staff are trained to support people with additional needs to eat and drink. There is effective clinical oversight of people's physical health.

People are protected from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities; we observed practice to be good throughout the home.



## Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the environment to be homely, warm, comfortable, and welcoming. People can choose a variety of different communal areas in which to spend time to socialise or meet with visitors. The service provider is investing in redecoration, and we saw some areas where the work is completed to a high standard.

Each bedroom has a WC and separate personal sink area. People choose to what extent they personalise their bedrooms. We saw bedrooms which are decorated in a way which expresses people's personalities, interests and comfort needs. Soft furnishings and fixtures are in good order. The service supports people to enjoy technology in their rooms such as smart speakers, tablets, smart phones and access to Wi-Fi. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call and alarm systems, and moving and handling equipment. Records of maintenance and servicing of equipment are complete. Communal bathrooms are designed to ensure privacy, dignity, safety, and accessibility. People share the bathrooms and wet room facilities. All bathrooms are hygienic and mostly well-maintained.

Risks to health and safety are identified, mitigated, and reduced. We found effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be effective. The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency (FSA). A recent inspection by the FSA gave a 5 rating, which is 'very good'.

People have access to outdoor spaces which are safe, and accessible. People told us the garden is a popular space in the warmer months, and some enjoy 'pottering' to keep active. Security arrangements are in place and effective. Visitors are required to sign in, and records are stored securely. We found locked areas to keep people safe. Risk areas in the home, such as the utility, the sluice and treatment rooms are not accessible to people, to ensure their safety and well-being.



## Leadership & Management

Good

Governance and oversight arrangements foster a positive and compassionate culture in the service. People receive support to achieve their outcomes because the service provider has effective organisational arrangements, to ensure smooth operations and good care. Management is visible and available to people, staff and visitors. The RI visits the service regularly to monitor the quality of care people receive. The RI considers the environment and speaks with people and care staff. The provider values feedback to inform service improvement and monitor service delivery. The RI completes a quality-of-care review which sufficiently informs the provider of how the service is performing in meeting people's needs. We saw service leaders identifying some gaps in the quality and sufficiency of daily care records, with further plans to strengthen records management and oversight. Policies and procedures are available to all staff. The statement of purpose sufficiently describes the service, and a service guide is available.

We saw robust audits in most key areas are complete and actions taken where needed. There is effective oversight of events such as accidents, incidents, and matters of safeguarding. The service review policies and procedures and staff are fully informed of updates or changes in working practice. Management arrange regular team meetings and updates are considered and discussed during staff supervision.

The service is reviewing staff levels and rota systems to ensure the sufficiency of staff to consistently meet the needs of people. All staff undergo routine and regular checks to ensure they remain fit to work at the service and are appropriately registered with professional bodies. There is effective oversight of disclosure and barring service certificates (DBS) which ensure staff are safe to work with adults at risk. A high number of care staff hold or are working towards a relevant qualification. Training compliance for core and specialist care topics is good, with high rates of care staff up to date on all relevant courses. Care staff receive timely supervision and appraisal, and competencies are up to date for staff completing clinical tasks. They told us they receive excellent support from management and feel valued in their role. All staff are confident any concerns or complaints will be taken seriously, will be thoroughly investigated and responded to promptly, with no fear of repercussions. Teamwork is highly thought of and is a strength of the service.

## 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.**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

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