



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Penpergwm House



The Bryn, Abergavenny, NP7 9AH



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www.penpergwmhouse.org.uk

Date(s) of inspection visit(s):

18/06/2025

Service Information:

Operated by:	Penpergwm House Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	37
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Penpergwm House is situated in the Bryn Village, a rural area between Abergavenny and Raglan. The original house was built in 1845 and served as rectory, a private house and a guesthouse before becoming a residential home. Whilst the home retains some of its original features, it has been extended and adapted and can now accommodate up to 34 people. According to its Statement of Purpose (SoP), the home offers care and accommodation for individuals who need assistance with personal care, mobility and nutrition.

People using the service are highly complimentary about the support they receive and experience excellent well-being outcomes. A team with a mix of skills, knowledge and experience, delivers excellent care and support. People highly rate the environment, which is attractive, well-maintained and meets their needs.

The leadership and management of the service is excellent. An established management and leadership team uses very strong systems to oversee the day-to-day running of the service and to monitor the ongoing quality of care. In addition, we noted the responsible individual (RI) maintain overall oversight of the service, is based at the home. We saw this gives them an extensive knowledge of the people who use and work in the service. This enables them to promptly identify areas which need improvement in the short or longer term and to take action.

Findings:



Well-being

Excellent

People live healthily and safely, with control over their lives. The service provider gives comprehensive information about the service to individuals and their representatives who may be considering the service. If they are interested, the provider assesses people's care and support needs and expectations to determine whether they can meet these. We noted this enables people to make exceptionally well-informed choices. People living at the service have choices about the care and support they receive, and this is outlined in their personal care documentation. On a day-to-day basis, we observed people continuously exercising choices in relation to where to have meals, snacks, drinks and to how they spend their time, what to do, when and with whom. We also saw staff offer extra help in daily decision making. This is tactfully done and enables people to do things which they would not have done without staff's intervention. In one instance, we observed this resulted in a person changing their mind about eating alone and instead joined another person for lunch and for an extended conversation. In addition, the service provider consults people to find out how they feel about the support provided.

People are supported to stay physically and emotionally as healthy as possible. People are extensively supported to live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental and emotional health because of the exemplary support they receive from staff. Relatives also told us having companionship of other people within the home is greatly beneficial to people. We saw the support people receive includes receiving support to take medication, accessing services from external health professional and being offered a nutritious and balanced diet. In addition, people enjoy a wide range of meaningful activities and experiences within the home and in the community. For some this means engaging with activities offered by the home, for others this means continuing to pursue the activities and visiting the places as they did before they moved into the home. Discussion with people show they highly value the support they receive from staff, the connections with each other and the activities they pursue. People also greatly value the unique features of the environment which they find aesthetically pleasing and gives them choice of indoor and outdoor spaces to use.

People are safe and protected from abuse and neglect. Staff are trained in safeguarding and follow clear policies and procedures. Risk management plans are regularly updated to promote both safety and independence. The manager works with relevant agencies to ensure that any restrictions on a person's liberty are in their best interests. Medication is stored and administered safely through robust systems. Recruitment checks are thorough, giving people confidence that staff are appropriately vetted.



People receive very high quality of care and support to enable them to achieve their personal outcomes. Each person has a set of care documentation which includes information gathered before they began using the service, their desired personal outcomes and their plans for later in life. Based on that information, we saw guidance for staff on how to support each person in achieving these goals is written up. We also noted the routines which are important to people are clearly recorded. Things which may worry or upset the person and what makes them smile are also outlined. In addition, there are risk assessments and records of daily care and support. Daily records show people receive the care and support they need and want, and show people engage in a wide range of activities which are meaningful to them. For one person this included using the mobile library service which visits the home and listening to poetry. People's care documentation is regularly reviewed and is kept in an electronic care monitoring system which was introduced in the last year. Our discussion with the RI and with the manager shows they are continuously refining the system to ensure all known information is recorded and is easily accessible.

People are protected from harm and abuse. Our observations show care workers and senior staff know the individuals they support very well and have a strong understanding of their needs. We witnessed natural, friendly interactions and genuine connections throughout our inspection visit. Staff use the most effective communication methods for each person and deliver care and support in line with their personal plans. We saw it also includes using distraction techniques, meaningful activities, and empathy to respond sensitively to changes in behaviour or any emotional distress. In addition to excellent day-to-day practices, we found staff receive training and have policies and procedures to guide them. Discussion with them, show they know how to report any concerns they may have. People who use the service are given information on how they can share issues they may have with senior staff at the home and/or with external agencies who can also assist.

Records and discussions with senior staff show when concerns arise, these are reported and investigated promptly, with lessons learned to improve future practice. When necessary, the service provider liaises with external agencies to ensure people have access to multi-disciplinary professionals in a timely manner. Medication is managed safely, with comprehensive audits ensuring consistency and high standards. Infection risks are minimised through rigorous cleaning and hygiene practices. The premises and equipment are kept clean, and the home has been awarded a rating of Five ("Very Good") by the Food Standards Agency for its food hygiene practices.



Environment

Excellent

People live in an attractive, welcoming and well-maintained environment with appropriate facilities and equipment that support their well-being and lifestyle choices. People have access to private spaces, communal areas, and spaces to entertain visitors. The communal areas include a dining room and a large conservatory. Bedrooms are of varying sizes and are personalised to reflect individual needs and interests. Outdoor areas include the area at front of the building and the area at the back. Both areas have been landscaped and are fully accessible to people who use walking aids or wheelchairs. People enthusiastically speak about the environment. They told us about the unique features of the home which they find attractive. These included the rural location of the home, the views, the home's entrance, the garden and the plants and flowers. Some people spoke to us about their walks in the garden, others told us about the nice views they get from inside. On the day of our inspection, we observed a group of people having their lunch on the patio. People also told us about a ukulele concert the previous day which took place in the garden.

The service has robust systems in place to identify and manage health and safety risks. These include robust visitor sign-in procedures, regular safety checks, equipment servicing, and prompt maintenance. During the inspection, all areas were clean and clutter-free and we noted the service provider has a maintenance team with one employee having daily presence in the home. People can navigate the home safely and access necessary equipment with ease. Security measures are in place to protect residents without compromising their rights, privacy, or dignity. There is evidence of ongoing investment in the service to maintain and improve the accommodation and the outdoor areas.



Leadership & Management

Excellent

People are supported to achieve their outcomes because the service provider has excellent governance, oversight, and organisational systems in place to ensure smooth operations and high-quality care. A manager registered with Social Care Wales (SCW) oversees the day-to-day running of the service. They are supported by a deputy and senior staff. In addition, the RI is based at the service and supports the manager in their role. People have high levels of confidence in the leadership and management team. They are visible role models who foster a positive and compassionate culture in the service. They have a clear vision of the service and when necessary, they confidently steer the service through challenges. The RI has robust quality monitoring systems in place, including regular audits and feedback collection from people using the service, their relatives, and staff. These are carried out at the required frequency, and the necessary reports are completed.

People also achieve their personal outcomes because the service provider ensures there are sufficient staff who have the necessary expertise, skills, and qualifications to meet their care and support needs. Newly recruited staff are fully vetted by the provider who carries out all the necessary checks including seeking references from previous employers and obtaining a Disclosure and Barring Service check. Once in post, all staff undergo routine and regular checks. These ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Staff qualifications and training are monitored by the management team. We also found staff are well supported by the service provider through effective induction, continuous professional training and regular supervision. In addition, staff at all levels told us there is always someone they can go to for any advice or support they may need. We observed staff demonstrating kindness, respect and compassion throughout the inspection mirroring the culture promoted by the service provider.

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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