Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pride in Care Residential Home

Pride In Care Ltd, Newport House, Abertysswg Road, Tredegar, NP22 5AE

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prideincare.com

The inspection visits for this service took place between 23/10/2026 and 03/11/2026

Service Information:

Operated by:	pride in care ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with a physical disability
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Pride in Care Residential Home provides care and support for up to five people near Abertysswg. Well-being is rated excellent because highly personalised support helps people exercise choice, build independence and achieve meaningful personal goals. People contribute to everyday life in the home and take part in activities that matter to them.

Care and support is rated good. People benefit from continuity of care and kind, respectful interactions. Care plans reflect their strengths and preferences, although their involvement in formal reviews needs to be clearer.

The environment is rated good. Personalised bedrooms, spacious communal areas and specialist equipment support people's comfort, dignity and participation. Sampled servicing records provide assurance about the equipment checked.

Leadership and management is rated good. Management reviews, feedback and team discussions support personalised care and identify improvements. The Responsible Individual RI is at the home regularly and has an understanding of the service, staff team and the people living there.

Findings:

Well-being — Excellent

We rated well-being as excellent because people benefit from highly personalised support which makes independence part of everyday life. We saw people making drinks, washing up and exercising alongside care staff. We read records describe one person making soup with tomatoes they have grown, connecting achievement with contribution to home life. Goal plans link personal outcomes to daily support through milestones, progress records and regular reviews. People influence their daily experiences and Care staff support people to have control over their day to day lives.

The Care and goal planning processes support people to express their wishes. Records show access to medical, dental and hearing services. One person tells us they like living at the home and describes it as a good place to live.

People's dignity and freedom are central to the risk management we observe. Skilled support around risks preserves peoples access communal areas. This balances protection with participation and choice. We read care records which show people's interests, strengths and relationships shape meaningful opportunities. Records show one person has achieved their goal of attending a weekly community lunch club. Other goals include family contact, gardening and shopping.

People enjoyed showing us their seasonal artwork and we read records which describe people being supported to shop for craft materials. These opportunities support people to feel valued, express their interests and take an active part in home life. Social care professional feedback also highlights personalised care and positive relationships.

People are supported to take part in health promotion events, including breast cancer awareness. This includes hosting a coffee morning and making a hamper for staff at a local breast centre, providing opportunities to contribute to their wider community.

We review two people's financial records. Sampled receipts match recorded transactions, providing a clear audit trail for money managed on their behalf and showed people being supported to make choices about their personal money.

The homes layout, environment and specialist facilities enable people's everyday participation in all aspects of daily life. Personalised bedrooms and displayed artwork reflect people's identities and achievements.

Care & Support — Good

We rated care and support as good because people receive consistently high-quality support shaped around their strengths, preferences and personal goals. We read care records which identify what matters to people, their preferences and strengths, as well as the help they need. One person's plan emphasises receiving assistance only when needed and we saw this approach reflected in how care workers supported with everyday tasks. Goal plans include milestones, measures of success and progress updates, helping care staff connect daily support with meaningful outcomes. Plans are reviewed and updated, although people's involvement or participation in their reviews were not clear. We discussed people's involvement in reviews with the manager, and they told us this will be developed further. However, we also read records of resident meetings which show people have regular opportunities to influence their care and everyday life through these meetings. We review March and June meeting records, which capture preferences about meals, activities, and support. We also read records showing people are involved in reviewing their personal goals.

People benefit from continuity of care from care workers who know them well. The manager describes a consistent and dedicated care team whose familiarity with people helps them notice subtle changes in their needs. We saw kind, respectful interactions between people and care workers, with communication adapted to people's understanding and abilities.

Care workers support people to take part in everyday tasks. Promoting their independence, control and achievements. Shared exercise, conversation and laughter provide opportunities for meaningful interaction. Feedback from social care professionals also highlights positive relationships and personalised care.

Sampled medicine administration records are accurately completed, with no gaps, and include current photographs. Records for medicines given when needed are completed correctly. Medicines are stored in locked cupboards in people's bedrooms. Recorded storage temperatures show medications are managed at the correct safe temperatures, and we also saw monthly medicine audits are completed by the manager. These checks provide assurance people are supported with medications safely and appropriately.

People benefit from clean, hygienic surroundings that help reduce the risk of infection. We observe clean bedrooms and communal areas, and the home smells fresh. The recorded food hygiene rating of five, meaning there is a very good standard of food hygiene at the home. These findings support a positive assessment of the cleanliness observed and recorded food hygiene standards.

Environment — Good

People live in an environment that supports their needs and everyday participation, and we have rated the environment as Good. The home is spacious, with plenty of room in communal areas for people to spend time together. We found the home to have plenty of natural light, comfortable warmth and clean, fresh-smelling surroundings. These features support a welcoming place to live, and we saw people easily navigating the premises. People also seemed relaxed in their environment and freely accessed activities, drinks and comfort items as they wished

At inspection we found the entrance to the home to be secure, and we were asked to show identification and sign in, prior to entering. Bedrooms are clean and personalised, and people's artwork and photographs are displayed in the home. This helps reflect their identities, achievements and interests. The large kitchen and dining area provides space for shared activities and meals together, supporting social relationships while giving people choice about whether they spend time with others or independently

We saw people using the kitchen with support to make drinks and wash up, enabling them to contribute to household life and to maintain their independence.

The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. The manager told us there are plans for the bathroom to be updated to better meet people's needs and preferences and the lounge carpet has recently been replaced. We also read records of resident meeting which document people's bedrooms have been redecorated at their request, and they are happy with the results.

We read records showing the regular servicing, maintenance and immediate repairs of facilities when necessary. The provider also notifies us if there are any issues with the environment, such as a recent leak. We have been assured by the manager that redecorating is planned to take place imminently.

A through-floor lift, ceiling-track hoists and profiling beds support people's mobility and care needs. Sampled equipment servicing labels are in date, and the facilities maintenance records we read include lift servicing. This provides assurance about the maintenance of the equipment checked.

We sample personal emergency evacuation plans and saw records for fire equipment and emergency lighting checks. We were told fire drills take place twice a year. The most recent recorded fire drill is dated 12th January, and a further drill involving new and night staff is planned.

There is outdoor space at the service, including a large, flat area which is surrounded by trees and greenery. There is also a greenhouse which people use to grow plants and vegetables.

Leadership & Management — Good

Leadership and management is rated good because people benefit from a service with effective oversight and governance arrangements which support high-quality personalised care. We saw people interacting familiarly with the manager and RI who both knew people well. Electronic records support oversight of care and personal goals.

The RI completes their statutory visits as required and completes a six-monthly quality of care review. This review draws on people's experiences, family feedback and care records, and identifies actions concerning community participation, equipment and weight monitoring with actions being delegated to the manager.

People can influence the service through house meetings and feedback. Records show a bedroom being repainted following a person's request. Relative feedback describes respectful support and communication. We read records of staff team meetings which show these provide the team the opportunity to discuss peoples changing needs, professional involvement and how to ensure meaningful recordings are linked to personal goals. They also describe plans for introducing electronic systems which the provider has recently invested in. These discussions provide opportunities to coordinate support and to reflect as a team on the care and support provided to people, as well as developing the knowledge of the team.

People receive support from a stable care team, promoting familiarity and continuity. Care workers told us how much they enjoy both their role and working for the provider and feel they have enough time and resources to meet people's needs. Care workers receive regular 1:1 supervision and have an annual appraisal to reflect on their professional development. They also have an induction into the role, which includes attending online and face to face training. We saw training records which show care workers access a range of training courses to ensure they are able to support people well. The manager was able to demonstrate how they monitor care workers training to ensure any gaps in skills or lapsed training is identified and addressed.

The provider has recruitment and vetting arrangements in place. We sampled recruitment records and found key checks, including criminal-record checks, had been completed.

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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