



Baltimore Care Ltd



Baltimore House, 1-2, Park Road, Barry, CF62 6NU



01446 420714



<https://www.bellavistanursinghome.com/baltimore-house-nursing-home/>

The inspection visits for this service took place between 25/03/2026 and 27/03/2026

Service Information:

Operated by:	Baltimore Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	26
Main language(s):	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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Baltimore Care Ltd situated in Barry provides residential accommodation for up to 26 individuals. Excellent feedback received from residents and visitors, consistently described staff as kind, attentive, and respectful, delivering high-quality, person-centred care.

People live in accommodation appropriate to their individual needs. The premises are maintained to a high standard of cleanliness, with robust infection prevention and control arrangements in place. The environment is fit for purpose, providing a range of communal areas which enable both social interaction and privacy.

Management provides strong oversight of the service through regular audits and up-to-date policies. The Responsible Individual (RI) undertakes routine visits, supporting effective monitoring and governance. Recruitment practices are safe and compliant, ensuring staff are appropriately vetted and suitable for their roles. There is clear and effective oversight of supervision and training arrangements. Care records are regularly reviewed and updated to reflect changes in individuals' health needs, associated risks, and review outcomes. The provider has invested in the service and implemented excellent improvements where required, with further refurbishment and maintenance planned in the coming months.

Findings:



Well-being

Excellent

People experience warm, respectful, and positive interactions with care staff. During the inspection, staff were consistently observed engaging with individuals in a calm, friendly, and professional manner. Care workers respond promptly to people's needs and provide appropriate reassurances and support. Individuals are well presented and appear relaxed and content, either participating in activities or spending quiet time alone. People living in the home, as well as visitors and staff, provided extremely positive feedback. Individuals told us they are very happy at the home and described staff as kind, attentive, and thoughtful. Comments include, *"I am very happy here, I could not ask for more"* and *"Staff are fabulous; I have no worries at all now I've settled here."*

People experience excellent timely care, supported by consistently good staffing levels. This allows care staff to carry out their roles effectively and maintain positive engagement with people and their families. Up-to-date personal plans are in place to guide staff in delivering care, with regular reviews ensuring they continue to reflect individuals' current needs. People have appropriate access to healthcare services as required, and medication is administered as prescribed. The Responsible Individual (RI) provides effective oversight of the service, carrying out visits and quality assurance monitoring in accordance with regulatory requirements.

People appeared content and actively engaged in activities they enjoy. There was a clear focus on maintaining strong family connections. One relative told us, *"I'm always made to feel welcome whenever I visit, the staff are so warm, and it means a lot. I'm even offered a meal at mealtimes during visits."* Individuals positively about the regular activities and visiting entertainers. We saw people have access to personal belongings which support their interests and hobbies, and they are also encouraged to try new experiences, such as the Easter decorations taking place during our visit which we observed people enjoying. People expressed they feel free to choose how they spend their time and who they spend it with. The well-maintained environment and gardens also contribute positively to people's overall well-being.

People are protected from harm and abuse. The home environment is safe and promotes the wellbeing of individuals by minimising risks of harm. Robust and well-organized systems ensure the premises are cleaned and maintained to a high standard. All services and equipment are regularly tested and appropriately serviced. Staff adhere to infection prevention and control procedures, contributing to a hygienic and secure setting. Care staff are recruited safely as pre-employment checks are completed correctly. There is a system to renew Disclosure and Barring Service (DBS) certificates when required. Care staff, where required are registered with Social Care Wales, the workforce regulator. Documentation and medication are stored securely.

No formal complaints have been received. The service has received an excellent number of compliments, particularly regarding the quality of care provided.



People told us they feel safe and secure living in the home. Records reviewed confirm staff have completed safeguarding training, and a comprehensive safeguarding policy is in place, to clearly define staff responsibilities in protecting adults from harm, abuse, and neglect. Care staff demonstrate a clear understanding of the importance of accurately recording and reporting concerns and told us they felt confident in escalating any issues to the management team. Observations throughout the inspection visit indicated people appeared relaxed and at ease in the presence of staff, with their body language and facial expressions reflecting feelings of safety and reassurance. Care staff interacted with people in a respectful, compassionate, and professional manner and demonstrated a strong understanding of individual needs and appropriate responses. Where people experienced difficulties with communication or decision-making, staff responded sensitively, providing reassurance and encouragement while proactively anticipating and meeting their needs.

Individuals can be confident they retain choice and control over their lives and are supported to make informed decisions about their daily routines. Personal preferences are consistently respected, and people are encouraged and enabled to take part in activities which are meaningful to them, contributing to an excellent quality of life. A dedicated activities coordinator provides daily structured activities. This includes celebrating special occasions, engagement with local schools and visits from external entertainers. In addition, care staff support a wide range of spontaneous activities during each shift, helping to ensure people remain engaged and stimulated throughout the day. Minibus outings are arranged, enabling people to access local amenities and enjoy trips to destinations such as the seaside, shopping and places of interest. Feedback from people is consistently positive. One person told us, *"I have been made to feel so welcome by everyone. It was a shock to move here, but I've really settled now. I have no worries at all."* Throughout the visit we observed people happily chatting with the two resident cats which gave lots of laughter and a calm homely feel.

People are supported to maintain their health and wellbeing through effective access to a range of healthcare services. Care documentation demonstrates timely and appropriate referrals to external health professionals, including GPs, dentists and opticians. This ensures people receive the right health support at the right time. Personal plans are comprehensive and person-centred, accurately reflecting individuals' day-to-day needs, preferences and wishes. Care and support plans are reviewed whenever required, with an exceptionally detailed annual review in place. We observed staff to be attentive and responsive, consistently anticipating people's needs and providing support that promotes comfort, dignity and independence. People have an excellent choice of meals to suit their nutritional needs and preferences with the chef having a good understanding of people's likes and dislikes. People's dining experience is a calm social time for people to enjoy. We saw people enjoying well-presented meals and care staff spending time to assist and encourage when required during mealtimes. Medication management systems are robust and well managed. Safe and effective arrangements are in place for the storage, administration and recording of medicines,

providing assurance that people receive their medication accurately and safely.



Environment

Good

People are cared for in a clean and homely environment set over three floors and close to local amenities and seafront. Bedrooms are personalised with items of people's choice and personal belongings. The service offers several small communal areas and there is a pleasant dining and conservatory area where we saw people enjoying activities. During the visit we observed the housekeeping team undertaking cleaning duties and saw the home was extremely clean and fresh throughout with no malodour. We saw visitors welcomed into the home throughout the visit and people told us how important this time is to spend time with their relatives and enjoying meals together.

The gardens are well-kept and attractively presented. People told us they enjoy spending time outdoors in warmer weather, particularly since the addition of the life-size sheep, lambs, and other animal figures placed throughout the home and gardens. The service has strong systems in place for monitoring and maintaining the environment and equipment. A well-organised administrative and maintenance team ensures facilities and equipment are routinely inspected, serviced, and tested. Specialist checks, such as gas and electrical safety, are completed by external contractors. Although repairs are dealt with quickly, and an effective redecoration programme helps to maintain the home's overall appearance to a good standard we identified areas inside the home would benefit from refurbishment. We discussed these issues with the manager, who confirmed they would be addressed promptly, and some remedial work had already been scheduled. The Food Standards Agency has awarded the service the highest possible food hygiene rating of five (very good).

People can be assured they live in a safe environment. There are effective systems in place to promote public safety and minimise the risk of cross-infection. Staff have access to appropriate personal protective equipment (PPE) and demonstrate an understanding of its correct use and disposal. All staff receive infection prevention and control training and recognise its importance. Robust oversight arrangements ensure staff consistently adhere to current infection control guidance. People are kept safe through effective security measures, including a keypad entry system and a requirement for visitors to ring before gaining access. A visitors' book is maintained in line with fire safety arrangements, and identity checks are carried out for all visitors prior to entry. The service provides appropriate accommodation for people living working and visiting the home and the management demonstrates a clear commitment to ongoing development and improvement for the benefit of those living there. People experience a sense of belonging, supported by the provider's efforts to create a homely and welcoming environment which meets individual needs. The home is attractively presented, and both residents and their families value its traditional style, which contributes positively to people's overall well-being.

A current fire risk assessment is in place, and Personal Emergency Evacuation Plans (PEEPs) have been developed to support the safe evacuation of individuals in the event of an emergency. Examination of maintenance records confirm safety checks are conducted in accordance with statutory requirements. Fire alarms, emergency lighting, and evacuation drills are tested routinely. We found no hazards throughout the home and saw window restrictors in place as required and all harmful chemicals locked safely away.



People benefit from excellent leadership and management within the service. Baltimore House has robust and effective governance arrangements, overseen by the Responsible Individual (RI) and supported by an appropriately qualified, experienced manager who is registered with Social Care Wales, the workforce regulator. The RI undertakes regular visits to the service and maintains purposeful engagement with people receiving care and staff members, ensuring their presence is visible, accessible, and supportive. Comprehensive and well-embedded policies and procedures are in place to enable the effective operation of the service and to provide clear guidance to staff regarding their roles and responsibilities. The manager demonstrates a thorough understanding of their statutory and legal responsibilities in relation to supporting vulnerable individuals and makes appropriate safeguarding referrals to the local authority when necessary.

Quality assurance processes are carried out in accordance with regulatory requirements, reflecting the provider's commitment to delivering high-quality care and implementing improvements where needed. Individuals are provided with detailed information about the service, including guidance on how to raise concerns or make complaints should they be dissatisfied.

All staff complete a thorough induction, including shadowing more experienced colleagues, and their competence is assessed before working independently. Training is provided in line with staff roles. Care staff spoke positively about team morale and working together to meet residents' needs. Regular supervision is in place, and staff report feeling extremely well supported. Staff turnover is low, with several staff having worked at the home for many years. Staff we spoke with told us, *"I wouldn't consider working anywhere else"* and *"the improvements at the home and the support from the management team has been amazing"*. The RI actively recognises the contribution of staff and is committed to arranging staff appreciation initiatives, including appreciation weeks, raffles, and events. Consequently, staff feel valued and that their views are listened to.

People are supported by care staff who are appropriately trained and safely recruited. We looked at a sample of care staff files and found they contain all required information, including identification and full employment history. Robust pre-employment checks, such as DBS certificates and references, were completed prior to staff commencing work, ensuring they are suitable to work with adults at risk. People using the service and their relatives consistently expressed high levels of satisfaction with the quality of care provided, with one relative commenting, *"It is faultless, I visit most days and have no issues whatsoever, the staff are all fabulous here."*

The home's Statement of Purpose (SoP) is regularly reviewed and updated as necessary. This document is essential as it outlines the scope of care provision specifying who can receive care, as well as how, where, and when that care is delivered. The management team demonstrate effective

leadership by placing people at the heart of a well-organised and smoothly run 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.

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