



Gibraltar House



Gibraltar Care Village, Gibraltar House, Portal Road, Monmouth, NP25 5FL



01600775880

The inspection visits for this service took place between 10/02/2026 and 11/02/2026

Service Information:

Operated by:	Gibraltar Care Village Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	95
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:

Gibraltar Care Village is a purpose-built nursing home located on the edge of Monmouth, providing care and support to older people.

People experience good well-being outcomes because they are well known, understood and provided with care and support by an established staff team. The support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive is rated as good. People's plans are co-produced between them, their representatives, relevant professionals and the service provider. People receive support to maintain and improve their well-being with involvement from professionals. Plans for people's care would be improved by providing additional detail of people's outcomes and with involving their representatives more consistently.

The environment is rated as good because there is a feeling of homeliness and there is space for people to spend time together or enjoy some quiet time. Staging of the environment provides

opportunities for engagement and participation in meaningful activity.

Leadership and management is rated as good because effective oversight of the service and robust governance and quality monitoring systems, promote a positive and compassionate culture. People and staff provide feedback which contributes to assessing care quality and improving the service. Audits of the quality of care provided contain analysis and action planning to improve service quality. Care workers receive an effective induction and ongoing training to support their professional development.

Findings:



Well-being

Good

People living at Gibraltar Care Village experience warm and respectful relationships with care workers who know them well. During the inspection we observed relaxed and natural interactions between care workers and people using the service, including the appropriate use of gentle touch to reassure and guide. Care workers treat people with dignity and listen attentively to what is important to them. Care workers spoke positively about the people they support, a member of staff told us, *"Staff truly care for the 'family members' and I witness positive and happy interactions."*

People make choices and have control over day-to-day decisions, ensuring their voices are respected and acted upon. People are offered choices throughout the day, such as choosing meals, activities, and how they wish to spend their time. During our inspection we saw people enjoying a pizza-making activity, which promoted happiness and a sense of achievement.

We saw evidence of a culture that enables people to live full and meaningful lives while staying safe. People receive support to identify their personal outcomes and are encouraged to build on their strengths. People receive support to help them make informed choices, including around positive risk-taking. Staff support individuals to weigh up benefits and drawbacks to boost confidence and foster community involvement. This is reflected in people's personal plans.

People's identity is recognised and valued. Care workers take account of people's culture, past experiences, spirituality, sexuality and important relationships. This helps people feel known and understood. The provider makes an effort to promote the use of the Welsh language and culture.

People feel safe living at the service. Safeguarding arrangements are robust and care workers understand how to identify concerns and respond appropriately. People told us they feel secure and confident to report any concerns.

People live in accommodation that meets their needs and supports well-being. The home feels welcoming and promotes people's independence, comfort and dignity. Items of interest placed around the home prompt spontaneous natural opportunities for self-directed occupation and stimulation. This helps people remain active and connected with their surroundings. The provider considers people's well-being when evaluating the suitability of the environment, ensuring it supports comfort, safety and a good quality of life.

People receive support to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are welcomed and care workers understand the importance of relationships in people's lives.



Care & Support

Good

People receive a good standard of care because the provider undertakes thorough assessments before agreeing to deliver support. These assessments consider people's needs, desired outcomes and the potential impact on the wider service. The manager gathers useful information from prospective residents, their family members and relevant health and social care professionals, ensuring decisions are well informed and person-centred. Prospective residents and their representatives are invited to visit the service, offering opportunities to ask questions and gain an understanding of daily life within the home.

Personal plans are co-produced with people, their representatives, relevant professionals and the service provider. Personal plans identify people's strengths and describe how support should be delivered to achieve their well-being outcomes. They include relevant details about preferences, routines and beliefs. Outcomes for people require improvement because outcomes described during assessment were not always fully reflected in personal plans and in some instances, plans lacked the detail required to guide staff effectively. People's personal history, cultural identity, protected characteristics, and significant relationships are usually captured within assessments, but this information is not always carried through into care plans. We expect the provider to make improvements.

Personal plans viewed during the inspection were updated when needs had changed or after professional input. Outcomes for people require improvement because scheduled regular reviews of plans do not always occur within required timescales and with the involvement of people and/or their representatives. We expect the provider to make improvements.

People experience respectful, dignified support delivered by kind and skilled staff. Comments received during the inspection described staff as caring, patient, and committed to their roles. A relative of someone using the service told us, *"All staff will go the extra mile to help"*. People are supported positively when exhibiting behaviours that may challenge others, with staff using techniques that maintain dignity and safeguard everyone involved.

People's health needs are met through timely referrals, adherence to professional recommendations and support to attend medical appointments. People receive nutritious meals tailored to their dietary requirements, with thoughtful presentation of modified diets. Kitchenettes within each of the houses in the home mean that people have access to snacks and drinks whenever they wish. Medication is administered safely, supported by regular audits. Infection control standards are effective and the service's food hygiene rating of 5 reflects very good practice.



Environment

Good

People benefit from a welcoming, comfortable environment that supports their independence, privacy and daily routines. The service offers a variety of communal and private spaces, allowing people to choose where they spend their time, whether socialising, engaging in activities, or seeking some peace and quiet. The provider regularly reviews the use of space, making adjustments to ensure the most benefit to people using the service. Recent developments have created additional places for people to relax, interact, or pursue interests. Plans for a simulated train experience illustrate the provider's commitment to offering opportunities for different experiences in the environment.

Communal spaces are thoughtfully arranged to promote independence and dignity. Seating areas, dining rooms and activity spaces are arranged to encourage interaction while ensuring people have the option of privacy. Furnishings, décor, and equipment reflect people's needs and preferences, creating a homely atmosphere. People personalise their rooms with their own possessions creating a sense of belonging and comfort. Bathroom and toilet facilities are clean, accessible, and designed with features that promote safety, privacy and ease of use. The environment supports people with a range of physical needs, ensuring they can move through the building safely and confidently.

Outdoor spaces are well maintained, attractive, and accessible. People can access outdoor areas and activities safely, enjoying enclosed secure seating areas. The provider ensures regular environmental checks take place and staff recognise their shared responsibility in identifying and reporting maintenance issues. Maintenance work is both planned and responsive. Routine repairs are completed promptly and larger projects are planned to improve the environment and to enhance the delivery of care and support.

The environment is clean, hygienic and free from hazards. Infection control processes are robust, and staff follow established procedures. Clear signage, appropriate lighting and uncluttered corridors support safe navigation. Certification is up to date and regular checks of equipment, fire alarms and emergency procedures help ensure a safe environment. People participate in fire drills and Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire. The environment promotes independence, comfort, safety and positive well-being outcomes.



Leadership & Management

Good

The service demonstrates strong leadership and effective management arrangements that promote a positive, compassionate culture. There are robust governance and quality monitoring systems in place. A comprehensive programme of audits covers all key areas of practice, including care practice, medication, health and safety and staff training. These audits, alongside regular leadership visits and feedback from residents, relatives and professionals, inform continuous improvement. The Responsible Individual (RI) undertakes regular visits, speaking directly with residents and care workers about their experiences and ensures findings are recorded and acted upon.

Staff told us the manager is approachable, supportive and maintains an open-door policy. Leaders are visible within the service, and their engagement with residents and staff fosters trust and transparency. Care workers feel confident with each other, a member of staff told us, *“Everyone is supportive of each other”*. A person using the service told us, *“All the staff are helpful”*.

Policies and procedures are up to date and reflect current legislation and national guidance. Staff have access to these documents and understand how to apply them in practice. The provider encourages open communication and actively seeks feedback from people and staff to monitor satisfaction and identify areas for development.

The service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. Each house has its own dedicated staff team, with staffing levels calculated according to the specific needs of the people living there. Safe recruitment practices ensure only suitable, qualified individuals are appointed. Ongoing checks confirm staff remain fit to practice and registration with professional bodies is monitored and maintained.

Training is well managed, with nearly all staff having completed mandatory training. Skills gaps or training needs are promptly addressed. Leadership development is supported at all levels and staff report feeling valued and encouraged to progress. The provider ensures staff receive regular one-to-one supervision at least quarterly. Following discussion during inspection, the provider is planning to separate wellbeing meetings and formal supervision sessions to demonstrate more clear regulatory compliance.

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
People cannot be sure that care workers understand the support required to help them achieve their personal outcomes because care plans do not always contain sufficient/consistent information.	01/09/22
People cannot be sure they will receive the right support to meet their individual needs and outcomes, because they are not always involved in the review of their plans, and plans are not reviewed at a frequency in line with regulations.	30/10/24

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

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*