



Millheath Nursing Home



Mill Heath Nursing Home, Parret Road, Bettws, Newport, NP20 7DQ



01633820964

The inspection visit took place on 17/02/2026

Service Information:

Operated by:	FC Mill Heath LTD
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:	40
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:

Millheath Nursing Home is located in the Bettws area of Newport. It is a purpose build service able to support up to 39 people. The service supports people over the age of 50, with nursing or personal care needs and can also support people living with dementia. The service is located with good transport links, as well as being close to major roads and a train station with good access to Newport City centre.

We rated well-being as good. People are supported to participate in things they enjoy and have control over their daily lives. Care and support is also good. People are supported by good personal plans that clearly set out their needs and preferences. The environment is good because of efficient processes in place ensuring safety checks are completed regularly. Leadership and management is good, supported by effective oversight from both the manager and the Responsible Individual (RI). Care workers told us they feel happy in their roles and well supported within the service.

Findings:



Well-being

Good

People are supported to make choices about their daily lives. We saw care workers offering choices throughout the day, and these were consistently respected and acted upon. People are encouraged to take part in a range of activities that support their interests and well-being. The service is supported by dedicated activities staff who plan and organise a varied programme of activities both within the service and further afield. Examples include musical performances from visiting singers and entertainers, visits from animals that people can pet and hold, and trips out into the community. These opportunities help promote social interaction, engagement, and enjoyment for the people living in the service. People are encouraged to identify their own well-being goals and the activities or experiences that are meaningful to them. We saw care workers making thoughtful efforts to support people to achieve these goals. This has a positive impact on people's emotional well-being and helps promote a sense of purpose and fulfilment.

People have warm and positive relationships with care workers, as well as with managers and the RI. We observed people engaging warmly with staff, who responded quickly and appropriately to their needs and wishes. Care workers know people well, including their individual communication styles. This enables people to communicate their needs easily and demonstrates the strong, trusting relationships that have been established between people and the care workers supporting them.

People feel confident raising any concerns they may have with care workers, managers, and the Responsible Individual (RI). They told us they feel listened to and treated with respect. Care workers demonstrate genuine fondness for the people they support and are eager to help, ensuring individuals experience a good quality of life.

The environment of the service meets people's needs, and individuals are supported to access all areas of the service as they choose. Families and visitors told us they feel welcomed and are able to visit at times that suit them.



Care & Support

Good

People have personalised and detailed personal plans. All the plans reviewed during this inspection were thorough, individualised, and included information about each person's life history. Records are stored on an electronic system that care workers can access at computers throughout the service. The personal plans clearly identify people's needs and outline how they wish to receive their care. Where sensitive needs are described, the plans are written thoughtfully and with careful consideration for people's dignity. Daily recordings provide information about what people have done, how their needs have been met and also reference to people's mood and their experiences that day. All personal plans are reviewed regularly. We saw that plans are updated regularly and also when new or revised information about a person is received. This ensures people's personal plans remain current and accurately reflect each person's most up-to-date needs.

There are effective processes in place to support the safe administration of medication. The service uses an electronic recording and monitoring system, which helps ensure medicines are administered safely and accurately. The registered manager completes regular medication audits to maintain good oversight. Medication rooms are clean, well-organised, and supported by appropriate recording and monitoring systems. The service also made prompt improvements to the way some medications are stored, demonstrating a responsive approach to maintaining good standards within the service.

People can be assured that there are robust safeguarding procedures in place within the service. A detailed safeguarding policy is in place, and we saw evidence of this being followed in practice. We also saw examples of lessons being learned and changes being implemented following safeguarding events, demonstrating a commitment to continuous improvement and safe practice.

There are clear infection prevention and control measures in place within the service. Care workers complete training to ensure their practice aligns with current best-practice guidelines. Personal Protective Equipment (PPE) is readily available throughout the service and is used appropriately by staff. The manager also completes audits and spot checks to ensure care workers are following required actions and guidance.



Environment

Good

The service environment is clean, well-maintained, and free of clutter. The entrance is kept secure, with care workers or other staff controlling access to ensure the safety of everyone using the service. A new electronic visitor sign-in system has also been introduced, allowing all visitors to easily record their details and provide feedback following their visit.

Bedrooms are personalised and decorated in line with people's tastes. We saw personal items on display including photographs, ornaments and memento's which makes people's rooms feel homely and welcoming. Communal spaces are also nicely decorated with pictures hung in corridors. There are also displays of photographs sharing recent activities undertaken and experiences people have enjoyed.

There are several communal areas available for people to enjoy, including lounge rooms and a spacious conservatory. We observed care workers offering people choice about where they would like to spend their time. The service also benefits from a large garden, which includes a grassed area and a well-maintained decking area directly adjoining the conservatory. The garden features various ornaments and decorative items designed to attract local wildlife. These are positioned near the conservatory, allowing people to enjoy close-up views of wild birds and other visitors to the garden while seated comfortably inside.

All required safety certificates are in place. There are a range of health and safety checks completed to ensure the environment remains safe and secure. There are robust systems in place to manage health and safety throughout the service, including ensuring care workers and staff receive appropriate training around matters relating to health and safety. While we are assured that any issues identified during these checks are addressed promptly, the quality of record keeping could be improved to ensure that all actions taken are clearly documented. The registered manager carries out a range of audits and spot checks including care worker hand washing to ensure infection prevention and control standards are maintained.

The service has a Food Standards Agency Rating of five (very good), meaning people can be assured food preparation and handling standards are high within this service.



Leadership & Management

Good

There are robust oversight and governance arrangements in place within the service. The manager carries out a range of audits on a regular basis to monitor performance and ensure the service is operating to a good standard. Any issues identified through these audits are addressed promptly, however recordings related to these actions can be strengthened. Audits and managerial oversight promote consistent practice, accountability, and assurance of safe, high-quality care. There are good processes in place to ensure oversight of accidents and incidents. Any complaints are dealt with by the manager of the RI, and any lessons learnt are implemented to improve the service.

The manager and RI are visible throughout the service, and care workers told us they feel well supported by both. Care workers told us they feel there is good teamwork between the staff, and that “*Everyone is willing to help.*” Lots of care workers told us they felt supported by the manager of the service.

There are effective processes in place to support safe recruitment. New care workers complete a Disclosure and Barring Service (DBS) check and provide appropriate references. The service could further strengthen these already good practices by consistently verifying all documentation received during the recruitment process. All care workers receive a thorough induction when they begin their role, including completing mandatory training. Refresher training is provided when needed, and overall training levels across the service are good. This ensures staff have the skills and knowledge necessary to carry out their responsibilities safely and effectively. Care workers also receive regular supervision, during which topics such as staff well-being and work-related tasks are discussed. Annual appraisals are completed where appropriate. The service also supports care workers to maintain their professional registration with Social Care Wales, the workforce regulator.

The RI is a regular presence within the service, and is familiar to people and their families. Relatives told us the RI is very visible around the service and was easy to talk to. The RI completes their required visits and six monthly Quality of Care report when required.

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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