

Cottage View



Powys Health Care Nhs Trust, Knighton Hospital, Frydd Road, Knighton,
LD7 1DF



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<https://pthb.nhs.wales/>

The inspection visits for this service took place between 28/01/2026 and 29/01/2026

Service Information:

Operated by:	Powys Teaching Health Board
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	15
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Cottage View is a care home managed by Powys Health Authority.

Well-being is rated as good because people receive a service that is person centred from a team of care workers who are motivated to offer people the best support they can.

Care and support is good because of the knowledge care workers have together with helpful support plans and personal profiles meaning care staff know what and who is important to the individual.

The environment is rated as good because it is clean and well maintained. There is ample space and natural light. Also people have personalised their rooms.

Leadership and management is rated as good because the team is effectively led by an

experienced and well-respected manager and the good governance arrangements mean that quality is consistently monitored and opportunities for improvement sought.

Findings:



Well-being

Good

People live healthily and safely and with some control over their lives. Care workers show people respect and have regard for their dignity. They understand the importance of supporting people to make choices where possible.

The relationships people have with those caring for them is good with people describing the staff as *“lovely”* and *“very kind”*. Care workers feel they know people well, knowing who and what is important to them. The atmosphere in the service is calm with laughter and chatting heard during our inspection. Care workers engage with people in passing as well as during personal care and one to one time.

People are safe and protected from abuse and neglect because care workers have a good understanding of their safeguarding responsibilities and are confident the manager would take the steps needed to make sure people are safeguarded.

There are some opportunities for people to do things that matter to them. Staffing levels mean care workers can engage with people either doing activities or spending time chatting, in addition to the time the activities worker spends with people. Visiting is flexible meaning people can see others who matter to them.

People live in a service which enhances their well-being. The cleanliness as well as the space and natural light together with how people have personalised their rooms mean people live in a comfortable and safe environment.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. There are adequate supplies of personal protective equipment (PPE) available for staff and visitors. Food hygiene practices are good and both catering and housekeeping staff recognise their important roles in people's care and the effective running of the service.



People receive the care and support they need. Some people have made Cottage View their home and others are there on a temporary basis. We saw interactions between people which were friendly, supportive and respectful. People enjoy having a bit of banter and a joke with the staff and staff talk about how they enjoy their job and the relationships they have with those they support. Personal plans are informative and care workers find them helpful. The service has recently moved over to a new electronic system and care workers feel this has been a big improvement. There are personal plans for a range of areas including communication, mobility, nutrition and personal care. Daily entries are mostly person centred and give a concise but informative description of the care and support offered to people. Care workers feel they have the information they need from the care records, communication book and handovers to provide good care to people or understand people's care needs.

There is good evidence that people can do things that matter to them. This includes group activities such as quizzes, board games and art. Special days, such as Mother's day, St Davids day and Remembrance Day are recognised. There are also individual activities where care workers spend time chatting with people. Some choose to spend their time alone in their rooms reading or watching the television. The activities worker is well regarded by the team and keeps comprehensive records of activities and each individual's participation. Senior staff use the records when reviewing personal plans. Most people feel the level of activities is about right for them.

People's physical health needs are met. District nurses visit regularly and care workers know when to report any concerns to them. Care workers know how to recognise signs of pressure damage and they have the equipment they need to reduce the risk of pressure sores. People's physical observations are monitored regularly.

The senior carer is responsible for administering medication and they have received the appropriate training and competency assessment. The senior carer completes the medication rounds without interruption to reduce the risk of errors. Medication is stored in a locked room. Controlled drugs are appropriately stored and a reconciliation showed the correct number of drugs were available. A stock balance is also maintained for regular medication. The clinical room is clean and free from clutter.

There is an understanding amongst the staff team of the importance of good nutrition. Most meals are made using fresh ingredients and the catering staff are generally satisfied with the quality of ingredients. People are encouraged to use the dining room and tables are attractively laid to enhance people's dining experience. There is a choice of main meal and people can have alternatives if they want. Some food is available outside of mealtimes and staff understand the need for people to remain hydrated to reduce the risk of infection. Drinks are offered and encouraged throughout the day. However, portion sizes are considered to be small at times as they are governed by the Health Board. Also, there are some restrictions on some food following a directive from the Board, thereby limiting people's choice. Care workers are responsible for serving

the meals from a trolley and due to the time this takes, meals may not be hot when served to the individual, with one person describing their meals as “cool”. The manager confirmed they have addressed this with the catering department but no resolution has been achieved.



Environment

Good

People live in an environment that meets their needs. All accommodation is on one level making it easy for people to mobilise through the service. Bedrooms have ensuite facilities and most have been personalised with photographs, ornaments and soft furnishings. There are several lounge areas for people to spend time with others if they choose.

Additional bathrooms and toilets mean people are able to access these facilities easily and in a timely way, thereby helping to promote independence and dignity.

The service is as homely as possible with artwork, flowers displayed, with puzzles and games on tables for people to spend time on. Some people particularly appreciate the large windows which enable them to enjoy the views.

Standards of cleanliness are good. The housekeeping team take pride in their work recognising their important contribution to people's overall care and support. They have the equipment they need and are satisfied with the quality of their products.

The service is in good decorative order and repairs are completed promptly.

There is some outside space for people to enjoy when the weather permits and people spend time growing some fruit and vegetables as well as flowers.

Safety is a priority with visitors having to sign in to a visitors book meaning staff know who is in the service at all times.



Leadership & Management

Good

The Responsible Individual (RI) has good oversight of the service and visits regularly. The reports written are concise and demonstrate the views of people are sought and a range of quality indicators such as the environment, personal plans and staff satisfaction are considered.

The team are led by an experienced and well-respected manager who has confidence in their deputy and team. Care workers feel able to raise any ideas or concerns and are confident of getting a helpful and timely response. Care workers speak fondly about their colleagues, describing how they work well as a team. One care worker told us *“It’s a smashing team”* and another said *“It’s a lovely atmosphere. The staff are just so kind”*.

People are supported by knowledgeable and motivated staff who value the relationships they have with the people they support. The provider makes sure there are enough staff on duty at all times to make sure people’s needs are met in a person centred and unhurried way.

Care workers consider they have the training they need to safely and effectively carry out their duties. Some care workers are completing additional training and some have been promoted during their employment. Care workers are able to request additional training if they feel this is needed. Training is made up of both online and face-to-face. Competency assessments are completed as necessary.

Supervision is generally up to date and care workers get constructive feedback on their work to help them in their professional development. Appraisals are up to date with objectives set and work priorities considered.

People are safe and protected from abuse, harm and neglect. This is because all staff have completed training in safeguarding and there is a comprehensive policy to be used as a resource. Care workers know the actions they are required to take if they suspect an individual is at risk and are confident their manager would take any concerns raised seriously and report them in the correct way.

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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