



Claremont Care Home



30 Ewenny Road, Bridgend, CF31 3HR



01656766495

The inspection visit took place on 05/03/2026

Service Information:

Operated by:	Claremont Partnership
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	21
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:

Claremont is a well established care home in Bridgend, supporting up to 21 people who require care and support. The service specialises in providing care for people with varying mental health needs and conditions.

People experience good well-being outcomes. They are supported to maintain their health and well-being, are treated with dignity and respect and feel safe. People have autonomy over their daily routines and are supported in maintaining their independence in the home and within the community. The care and support delivered to people is good. Care staff are knowledgeable about people's lives and their routines and preferences. They have enough information to provide people with the right care at the right time. The physical environment is good, being safe and supports the needs of people who live there. We rate the leadership and management at the service as good. There is strong management oversight and expectations of standards within the home are communicated clearly. Care staff have the correct training, recruitment practices are effective, and

governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Good

People at Claremont experience good well-being outcomes. The home feels calm and settled, and people told us they feel safe and supported. Relatives and professionals shared positive views about the progress people have made since moving to the home, highlighting improved stability, confidence and overall well-being. Feedback from professionals was consistently very good with one commenting they noticed a person's well-being "*significantly improved*" which they felt was "*due to how safe and cared for*" they feel at Claremont.

People have choice and independence in their day-to-day lives. They decide how they spend their time, whether relaxing at home, going into the community or meeting family and friends. Staff encourage people to make decisions that reflect their preferences and routines, while being available to offer guidance when needed. Open visiting arrangements help people maintain important relationships, and relatives described communication with the service as helpful and consistent.

Care staff support people to maintain their physical, emotional and mental health. We saw examples of care staff recognising changes in people's presentation and responding appropriately. People attend health appointments and professionals told us communication from the home is clear and timely. The atmosphere is relaxed, and this contributes to a sense of security, particularly for those living with mental health needs.

Accommodation is comfortable and well suited to supporting people's well-being. People personalise their rooms and take pride in their home environment. There are sufficient communal living areas available offering areas for socialising or to have quiet space. Staff keep people informed about changes and demonstrate sensitivity during transitions, such as when someone recently moved on from the service. Nutritional needs are considered and are well met. People benefit from a balanced diet and varied menu. Care staff have a good knowledge of people's dietary needs including any specialist requirements.



Care & Support

Good

Care and support at Claremont is consistently good. We observed warm and respectful interactions between staff and the people who live in the home. Care staff know people well and understand their routines and preferences. Professionals told us that the care and support of the people is *“at the heart”* of the everything the service does. Relatives told us they feel confident in the care provided and have seen noticeable improvements in their loved ones’ well-being. People described care staff as approachable and supportive and we were told how *“staff are nice....all I have to do is ask and they will help me”*. The comfortable rapport between the people and care staff was evident throughout the inspection.

We saw that pre-admission information ahead of someone coming to live at the service is sought. We heard that the management team consider carefully new admissions to ensure any impact on people living in the home is minimised. Care plans are clear and relevant, offering practical information about how best to support people. Daily living details add meaningful context and help ensure care is delivered in a personalised way. Risk assessments are specific and used effectively, with the red-amber-green system providing care staff with useful indicators of changes that may require additional support.

People are supported to attend appointments and access health professionals when needed. We saw people contributing to reviews of their care, and care staff encouraged them to reflect on what is important to them. Communication with external agencies is positive, and professionals told us they value the home’s consistent approach. Relatives told us they are kept well informed and it is a *“weight off their mind”* knowing their loved one is safe and *“cannot praise the home enough”* for the care that is provided.

The staff team is knowledgeable and consistent, and this supports positive outcomes. Care staff receive good quality training which helps them to support people in the way they need it. People are kept safe from harm as care staff have good knowledge of their safeguarding responsibilities. People’s medication is safely managed overall. We did raise one matter regarding administration but have every confidence the service will respond to the guidelines provided in a timely fashion.



Environment

Good

Claremont offers a well-maintained, comfortable environment that supports people's well-being. The home blends into the surrounding community and feels warm and welcoming inside. People personalise their rooms, and we saw many examples of how individuals have created spaces that reflect their interests and routines. Relatives commented on how homely the service is with one professional saying *"in my opinion, it is not just a house, it's a home to all those living there"*.

The environment is clean and organised, and infection control measures are followed consistently. PPE is accessible, and laundry systems support good hygiene. The home has a Food Standards Agency rating of 5, which is excellent and kitchen hygiene practices are well embedded. People are protected from unauthorised access. Entry to the home is secure, with visitors having to sign in before entry and sign out on departure. People's personal information, together with employee personnel records, are stored safely, and are only available to authorised members of the staff team.

Ongoing checks and maintenance ensure the environment remains safe. We saw records of routine utilities and equipment testing. Fire safety tests and drills are completed regularly. Personal emergency evacuation plans (PEEPs) provide guidance on how people should be safely evacuated in the event of an emergency. Repairs to the property are completed in a timely manner and the service considers contingency planning for emergencies.



Leadership & Management

Good

Leadership and management at Claremont is good. The service is led by a committed and experience management team who strive to provide high quality care to people in the home. People, relatives and professionals consistently told us they have confidence in the management team, describing them as approachable, supportive and committed to doing the right thing for people. Managers are visible within the home and adopt a hands-on approach, giving them strong insight into people's day-to-day experiences. Care staff spoke warmly about the culture, telling us they feel valued and supported, with consistent access to advice and guidance throughout the day.

Governance arrangements are effective. Regular and relevant audits take place across key areas and these provide strong oversight which are used to identify where improvements are required. Regulation 73 visits are completed and demonstrate ongoing monitoring. This contributes to the six monthly Quality of Care reports which provide a thorough and reflective overview of the service as well as clear recommendations and actions for improvement.

Staff recruitment practices are robust, and appropriate pre-employment checks were in place for all files reviewed. Training compliance is high, and care staff receive the core and specialist training needed to meet people's care and support needs. Supervision takes place every three months, supported by an open-door approach that enables regular informal support between formal sessions. There is annual appraisal. Care staff described good morale and there is a well-established and stable workforce. We were told that the management team are approachable and responsive. This ensures that people in the home receive safe care provided by well trained staff who meet their needs.

We saw evidence of good partnership working and this is a strength of the service. Professionals provided extremely positive feedback about the quality of communication, collaborative working and the responsiveness of managers when circumstances change. The service shares information appropriately and understands its responsibilities in relation to safeguarding procedures. The running of the home is underpinned by clear policy guidance throughout the service which helps to keep care staff and people in the home safe.

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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