



Hallmark Greenhill Manor Luxury Care Home



Greenhill Manor Care Home, Merthyr Tydfil, CF48 4BE



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www.hallmarkcarehomes.co.uk

The inspection visits for this service took place between 15/07/2026 and 16/07/2026

Service Information:

Operated by:	Hallmark Care Homes (Merthyr) Limited
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:	120
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:

	<u>Well-being</u>	Excellent
	<u>Care & Support</u>	Excellent
	<u>Environment</u>	Excellent
	<u>Leadership & Management</u>	Excellent

Summary:

Greenhill Manor is a purpose-built care home on the outskirts of Merthyr Tydfil. The service supports people with nursing needs, those living with dementia, younger people living with a physical disability and people who require support to manage their social care needs.

People experience excellent outcomes across all areas of the service. Staff place a strong emphasis on promoting meaningful lives, maintaining important relationships and supporting people to exercise choice and control over their daily lives. People and relatives consistently describe the service positively and told us they feel safe, respected and valued.

Care and support are excellent. Staff know people exceptionally well and provide highly personalised care that promotes positive outcomes. People benefit from strong partnership working with healthcare professionals, innovative approaches to care planning and responsive support which enhances their health, wellbeing and quality of life.

The environment is excellent. People benefit from high quality facilities that actively enhance their wellbeing, independence and opportunities for meaningful engagement. Extensive indoor and outdoor spaces offer opportunities for recreation, socialisation and meaningful occupation.

Leadership and management are excellent. Strong governance systems, visible leadership and a culture of continuous improvement ensure people consistently experience positive outcomes and high-quality care. Leaders promote learning, development and innovation while maintaining a clear focus on delivering person-centred care.

Findings:



Well-being

Excellent

People experience excellent outcomes because the service promotes a strong culture of dignity, choice, inclusion and meaningful living. Feedback from people and relatives was overwhelmingly positive. People consistently told us they feel safe, respected and valued within the service. Residents described staff as *"fantastic"*, *"excellent"* and *"really nice"*. Relatives consistently described staff as caring, responsive and approachable, with comments including *"can't fault staff and nurses"* and *"anything I ask they do"*. A word used repeatedly by people and relatives when describing the service was that it was *"like home"*, reflecting the positive culture, sense of belonging and comfort experienced throughout the service. The environment was consistently described as welcoming and homely, helping residents feel secure, settled and able to live well in familiar surroundings. One person told us, *"This is the best thing that ever happened to me, moving here"*.

People benefit from highly personalised support delivered by care staff who know them exceptionally well. We observed warm, natural interactions throughout the inspection. Care staff demonstrated detailed knowledge of people's life histories, routines, interests, preferences and aspirations. Positive engagement extended across the whole service, including care staff, housekeeping staff, hospitality staff and ancillary workers. Relatives spoke highly of the relationships their loved ones had developed with staff from all departments. This whole-home approach helps ensure people feel recognised, valued and included.

Meaningful choice and control over daily life are actively promoted. Personal plans support independence, personal outcomes and positive risk-taking where appropriate. People choose how they spend their time, when they engage in activities and how they maintain important relationships. The service demonstrates a clear commitment to supporting individuals to live meaningful lives rather than simply receive care. We heard examples of people attending sporting events, taking part in personalised outings, engaging in gardening projects, enjoying pet therapy sessions and participating in individual wish fulfilment activities based on their interests and preferences.

Care staff actively encourage individuals to express their views and influence how the service is delivered. People's rights are promoted and individuals have opportunities to make choices about matters important to them. Information is available in formats that support communication needs and advocacy services are accessed where required. People and relatives told us they felt confident raising concerns with care staff or managers and were assured they would be listened to and appropriate action taken. This helps ensure people's voices are heard, respected and acted upon.

Extensive opportunities are available for social connection and meaningful engagement. A dedicated wellbeing and lifestyle team coordinates a varied programme of activities including gardening groups, walking clubs, Welsh language activities, arts and crafts, cinema experiences, community outings and intergenerational work with local schools. Residents particularly enjoyed visiting entertainers and musical performances. Where people preferred more personalised support, care staff arranged one-to-one engagement to reduce social isolation and promote emotional wellbeing.

Relationships are maintained and strengthened through a proactive and creative approach. We saw examples of care staff working closely with people and those important to them to ensure relationships can continue despite changing care and support needs. This enables people to maintain valued connections and continue sharing important life experiences. Community integration is a notable strength of the service. People participate in local activities and fundraising initiatives, promoting inclusion and contribution.

People's health and wellbeing outcomes are enhanced through proactive support and strong partnership working. Care staff use a range of approaches, including falls prevention initiatives and proactive end-of-life planning, to promote positive outcomes. Communication needs are supported through personalised approaches, such as the use of Talking Mats. Innovative initiatives, including relative wellbeing assessments and structured bereavement support, help families remain involved in the lives of those important to them and access meaningful support during difficult times. The provision of information, guidance and emotional support helps relatives feel informed, reassured and valued as partners in care.



People receive excellent care and support because care staff understand their needs exceptionally well and consistently deliver highly personalised care. Residents, relatives and professionals described care as compassionate, dignified and responsive. Throughout the inspection we observed meaningful interactions that focused on people as individuals rather than simply completing tasks.

The service completes comprehensive assessments before people move into the home. This enables care staff to develop a detailed understanding of individuals, their preferences, communication needs, risks and desired outcomes. Personal plans are detailed, person-centred and provide clear guidance to support consistent and effective care. Specialist care planning is a notable strength of the service. Personal plans include dementia support strategies, SENSES assessments and end-of-life planning. These personalised approaches contribute to positive outcomes and enhanced well-being. We saw evidence that staff use SENSES assessments effectively to identify underlying needs and tailor support. This person-centred approach helps reduce behaviours of distress and promotes more positive experiences for people living at the service.

People benefit from care which has a demonstrably positive impact on their health and wellbeing. We were told of several examples where people experienced improved health, increased confidence and enhanced emotional wellbeing following admission to the home. Personalised care, responsive support and effective partnership working with healthcare professionals help people achieve positive outcomes and maintain the best possible quality of life.

Healthcare partnerships are strong and support positive outcomes. Care staff make timely referrals and work collaboratively with healthcare professionals to ensure people receive appropriate care and treatment. Recommendations from external professionals are reflected within care plans and daily practice. This helps ensure people receive coordinated and responsive support when their needs change. Care staff demonstrate a strong understanding of consent, capacity and least restrictive practice, ensuring people's rights, preferences and choices remain central to care planning and decision-making.

People's nutritional needs are well supported. Dietary requirements and specialist nutritional needs are clearly documented and communicated. Mealtimes were calm, unhurried and person-centred. Care staff adapted their support to individual needs and preferences. We observed excellent practice where care staff provided skilled, compassionate and dignified support to a person living

with dementia during lunch. Food was plentiful, well-presented and offered genuine choice. People benefit from mealtime experiences that promote dignity, independence, wellbeing and quality of life.

Medication management systems are highly effective. Electronic systems, competency assessments, audits and management oversight help ensure medicines are administered safely and effectively. Care staff demonstrated a thoughtful approach to medication management and considered how processes could best support both safety and quality of life. Infection prevention and control arrangements are particularly strong. Comprehensive monitoring systems, effective leadership oversight and regular audits help ensure people live in a safe and hygienic environment.



Environment

Excellent

People live in an environment that goes beyond meeting their care and support needs. The environment actively promotes wellbeing, independence, engagement and quality of life. The home is clean, welcoming and comfortable. Bedrooms reflect people's individuality through personal possessions, photographs and items of significance. The environment feels homely whilst remaining functional and accessible for people with a range of needs. Communal spaces encourage interaction, independence and participation. People have access to multiple areas designed to support social engagement, leisure and meaningful activity. Dedicated wellbeing spaces, including cinema rooms, sensory areas, games rooms and themed environments, enhance people's quality of life by promoting social interaction, stimulation and enjoyment.

People benefit from extensive outdoor facilities. Beautifully maintained gardens, sensory features, walking areas and outdoor seating encourage people to spend time outside and remain connected to nature. Gardening opportunities support meaningful occupation whilst promoting physical and emotional wellbeing. The environment also promotes independence, with some people choosing to access local amenities and community facilities independently. The design of the environment promotes independence. Accessible features throughout the home support people to complete everyday activities safely and confidently. We saw thoughtful adaptations that enabled people to access facilities independently wherever possible. A kitchen area within one community supports people who wish to retain everyday living skills and maintain greater independence.

The provider maintains the environment to a very high standard. Continuous investment in the environment helps ensure the home remains welcoming and well maintained. Leaders use learning from previous refurbishment projects to carefully plan improvements and minimise disruption to people living at the service. Equipment required to support mobility, safety and independence is available, maintained and readily accessible. Environmental audits provide effective oversight of maintenance and health and safety arrangements. The home appeared well maintained throughout the inspection, and systems were in place to ensure repairs and servicing are completed promptly. Documentation confirmed that fire safety and environmental checks remain current and effective. People and relatives consistently described the environment positively. The environment not only provides safety and comfort but actively contributes to people's enjoyment, wellbeing and overall quality of life.



People benefit from excellent leadership and management because leaders have established a strong culture of continuous improvement, innovation and person-centred care. Leaders demonstrate a thorough understanding of the service and use highly effective governance arrangements to monitor quality, identify opportunities for development and maintain high standards. Audits, quality reviews, stakeholder engagement, incident analysis and action planning provide robust oversight and support informed decision-making. Clear policies and procedures underpin service delivery and provide staff with consistent guidance to support safe, person-centred practice. As a result, people consistently experience positive outcomes.

The Responsible Individual (RI) demonstrates strong oversight of the service through regular engagement with people, relatives, staff and leaders. Comprehensive reviews of the quality of care and support bring together outcomes, audit findings and stakeholder views, helping leaders evaluate the effectiveness of the service and inform future developments. Leaders actively encourage innovation and the sharing of best practice across the organisation, supporting the development of new initiatives that enhance outcomes for people and strengthen staff expertise. People, relatives and staff have regular opportunities to influence how the service develops. Leaders actively seek and act upon feedback, helping to create a culture where people feel listened to and valued.

The service demonstrates a strong commitment to workforce development. Robust recruitment processes help ensure people are supported by a safely recruited and appropriately vetted workforce. The service maintains effective oversight of professional registrations, ensuring staff are registered with Social Care Wales (SCW) or the Nursing and Midwifery Council (NMC) as required. Disclosure and Barring Service (DBS) checks remain current. There was consistently positive feedback from staff regarding induction arrangements, which were described as “*comprehensive*” and prepared new staff for their role. Training, supervision and appraisal arrangements are well established and support a culture of continuous learning. The GROW programme provides additional opportunities for progression and leadership development, enabling staff to build skills and confidence throughout their careers.

Leaders actively invest in staff wellbeing. Workforce wellbeing initiatives, support networks and recognition schemes contribute to a positive workplace culture. Many staff spoke positively about the support available to them, describing managers as “*supportive*” and “*approachable*” and highlighting flexibility around personal circumstances, effective supervision and accessible out-of-hours support. The service has also developed designated leadership roles within communities,

supporting staff development whilst strengthening specialist knowledge across the home.

The Statement of Purpose accurately reflects the service provided and clearly communicates the aims and values of the home. Information is available in accessible formats, including Welsh language resources, helping ensure communication remains inclusive and person-centred. Equality, diversity, inclusion and belonging are actively promoted throughout the organisation. Dedicated initiatives support an inclusive culture where people and staff are respected as individuals and encouraged to be themselves.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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