Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Florence Justice Christian Home

Florence Justice Residential Home, 19 Stow Park Circle, Newport, NP20 4HF

01633221800

The inspection visit took place on 02/02/2026

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Service Information:

Operated by:	Martin Phelps
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	27
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:

Well-being	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Wellbeing during the inspection was excellent. People experience warm, respectful, person-centred care that promotes dignity, independence, and choice. Staff build meaningful relationships, adapt communication, and provide varied activities that support emotional well-being. Residents feel involved, informed, and connected, with strong support for relationships and community engagement.

Care and support was excellent during the inspection. The service delivers timely, person-centred care with strong multidisciplinary collaboration. Staff know individuals well, escalate concerns promptly, and maintain accurate records. Clear pre-admission processes, regular reviews, adaptive communication, and responsive support ensure needs are consistently met and well-being is prioritised.

Environment was good in the most recent inspection. The service maintains strong health and safety arrangements, with regular audits and ongoing investment in improvements. Bedrooms and communal areas are upgraded, personalised, and well maintained. Robust fire safety measures, effective maintenance systems, and accessible facilities support a safe, comfortable living environment.

Leadership and management was excellent. The service benefits from strong, visible leadership with robust governance, regular audits, and effective supervision. Staff receive ongoing development and feel well supported. Leaders actively seek feedback, drive continuous improvement, and maintain a positive, open culture that promotes high-quality, person-centred care.

Findings:

Well-being — Excellent

People consistently experience warm, respectful, and person-centred care. Staff respond quickly to expressed needs, approach people at eye level, and hold natural, friendly conversations that show genuine interest in each person's life. Staff encourage independence by offering meaningful choices, supporting positive risk-taking, and involving people in activities such as dancing, crafts, and eating independently. This reflects a strong "*doing with, not for*" culture that promotes dignity, autonomy, and confidence.

Choice is embedded throughout daily routines. People receive meal alternatives, and picture menus help individuals understand options. An up-to-date activities board clearly displays the day's programme. Regular residents' meetings allow people to influence menus, discuss safety, revisit their rights, and choose whether to hold meetings without staff present. These arrangements strengthen voice, involvement, and access to information.

People benefit from a varied mix of planned and spontaneous occupation, including quizzes, entertainers, crafts, dancing, and social conversation. Photographs of events and the presence of a well-liked resident cat offer emotional comfort and companionship. Staff adapt communication methods sensitively, using Welsh language, visual prompts, or photographs to enhance understanding.

Although communal lounges were not in use during the visit, they remain available as additional social spaces, providing a quieter space if required.

Staff support people to maintain meaningful relationships. Relatives receive a warm welcome, and staff help people connect through visits, letters, phone calls, and video calls. New residents report feeling welcomed and supported to settle in. The service promotes community connections and continues to seek solutions to transport limitations to maximise engagement.

Overall, people experience supportive relationships, meaningful occupation, and a culture that values their voice, choice, and control. These factors contribute strongly to their overall well-being.

Care & Support — Excellent

The service works proactively with health and social care professionals to meet people's assessed needs. Staff make timely referrals to audiology, physiotherapy, frailty, falls, mental health, and dementia-mapping services. A GP visits weekly, and staff share written updates beforehand to support effective ward rounds. Staff escalate concerns promptly and seek specialist guidance where required.

The deputy manager leads the weekly ward round and documents each person's needs and outcomes. The GP reviews this information, and staff update care records immediately. Care staff add relevant observations between reviews, ensuring professionals always receive accurate, current information.

The pre-admission process is clear and well organised. Staff review care plans in advance and encourage prospective residents and families to visit informally. At admission, staff gather essential information including mobility assessments, GP summaries, and advance care plans. Staff discuss individual preferences and invite people to share a meal to experience the home's routines. The provider considers clinical information, dependency levels, staffing capacity, and time required for support to determine whether they can meet a person's needs.

Staff review care plans monthly or sooner if needs change. They hold conversations with individuals about what matters to them and use tools such as *This Is Me* to identify personal goals, including improving mobility or reducing loneliness. Staff encourage people who prefer time alone to take part in activities, while respecting their choices. Staff maintain open communication with families and involve them appropriately in decision-making.

Staff adapt communication sensitively, using whiteboards, picture cards, talking books, and alternative formats. Staff request detailed hospital discharge information to ensure equipment and support are in place. They respond quickly to distressed behaviour, work with families to identify triggers, and provide one-to-one support when necessary. Mental health teams deliver additional training to increase confidence and competence.

People consistently receive compassionate, timely, person-centred care. Staff demonstrate strong knowledge of people's histories and needs. Professionals confirm that staff escalate concerns quickly and communicate well. Robust governance and regular audits help staff identify risks early and act appropriately.

Environment

Good

Health and safety arrangements are robust. All essential safety certifications were found to be up to date, and the service maintains a comprehensive compliance matrix that clearly tracks when external inspections and testing are due.

Monthly monitoring covers environmental risks, mattresses, wheelchairs, pressure equipment, pest control, maintenance tasks, and evacuation arrangements. Personal Emergency Evacuation Plans are in place for all residents and updated monthly.

The provider continues to invest in improvements. Bathrooms have been renewed, corridors repainted in resident-chosen colours, and carpets replaced in communal areas and some bedrooms. Five bedrooms are scheduled to receive en-suite facilities during 2026. A number of improvements have recently been completed such as, an accessible shower room, bathroom panelling to improve infection control, and upgraded toilets to higher models to aid mobility.

The service has installed new windows, replaced part of the roof, replastered areas, installed new lighting, and added extractor fans. A quiet room with a piano and another with a smart-speaker device offer spaces for relaxation. When rooms become vacant, maintenance staff repaint and replace carpets unless deep cleaning is appropriate. Cleaners complete thorough deep cleans after room changes.

A three-person maintenance team completes most internal work. Staff report issues through a logbook, which managers review weekly. Managers complete routine walk-arounds, and housekeeping staff record environmental concerns through daily cleaning sheets.

Fire safety arrangements are robust. The fire service completes annual inspections, and an external company maintains the fire alarm system. The provider recently installed a new alarm system that meets updated regulations, and no concerns were raised at the last inspection.
The service promotes personalisation. During inspection a “loft-style” bedroom for one resident was observed. Other personalisation includes; chosen colours, fire-retardant curtains, and preferred bedding. The provider funds additional items when needed to support comfort and well-being.

Leadership & Management — Excellent

The service demonstrates strong, consistent leadership. Managers complete regular audits across all practice areas, providing effective oversight and identifying trends, risks, and required actions. Leaders meet with people at least monthly to gather feedback, and a clear governance schedule ensures essential monitoring occurs reliably.

Supervision arrangements are well established. Staff receive regular supervision, supported by appraisals and development plans. Managers observe practice directly and deliver targeted workshops to strengthen skills. When issues arise, leaders provide immediate learning sessions to prevent further concern. Staff report that this creates an open, supportive learning culture. The provider promotes professional development through access to accredited training, leadership programmes, and Health and Social Care qualifications.

Leadership is visible and engage a wide range of individuals in the quality assurance processes. Valuing their feedback to drive continuous, highly effective and sustainable improvements. This inclusive approach ensures dynamic improvement plans that align with best practices in social care, significantly enhancing outcomes for people.

The Responsible Individual (RI) visits frequently, meets with people and families, and reviews service data. RI audits cover a broad range of governance areas. Managers also conduct comprehensive audits in infection control, health and safety, staffing, care planning, and regulatory compliance.

Managers' report regular supervision with the RI and maintain weekly leadership meetings. Decisions made by the RI are people centred and adapt according to the needs of the people they support. Staff describe high levels of managerial support and strong team cohesion. Team meetings focus on responsibilities, shared learning, and improvement. People and relatives give positive feedback about leadership, and the service has recorded no complaints since 2024.

Overall, the service benefits from strong leadership, effective governance, and a supportive staff culture, with clear priorities for ongoing development.

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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