Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Springbank Care Home

Springbank Nursing Home, College Road, Barry, CF62 8HS

01446740190

www.carongroup.wales

The inspection visits for this service took place between 15/09/2026 and 16/09/2026

Service Information:

Operated by:	Springbank Care Home Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care and support for people requiring short-breaks or respite care, Care and support for people living with dementia
Registered places:	62
Main language(s):	Welsh and 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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Springbank Care Home provides a high standard of service for people requiring care and support, including those living with complex health and nursing needs.

'Well-being' is rated 'excellent,' because people are supported to maintain choice, independence, relationships, health and quality of life in ways which are meaningful to them. Most people achieve highly personalised and positive outcomes.

'Care and support' is rated 'excellent,' as people receive highly effective, person-centred care and support which is delivered by skilled care staff and nurses who know them well. Care planning is personalised, health needs are met and people exceed expected outcomes due to the diligence and preventative approach of the service.

'Environment' is rated 'good,' because people live in a home which meets their needs, allowing personal space, ample equipment and clean and pleasant surroundings. The service provider ensures routine maintenance and servicing to meet regulatory requirements.

‘Leadership and management’ is rated ‘excellent,’ because people experience positive outcomes due to strong governance, oversight, monitoring and consistently smooth operation of the day to day running of the service. The positive culture fostered by the leadership flows throughout the service resulting in a highly supported and motivated workforce.

Findings:

Well-being — Excellent

People told us they have control over their daily lives and are supported to make choices about how they spend their time, what they eat, what they wear and where they choose to be. We observed people moving freely around the home, engaging in conversations and activities of their choosing. One person said, "*I didn't feel rushed and everything was done*," demonstrating care is delivered at a pace that suits them. Another told us, "*Whatever you ask for, they do*," showing their preferences are respected. We also saw one person enjoying Welsh music while resting in bed. Although the service cannot provide a full Welsh-language service, efforts are made to celebrate and support Welsh language and culture. People have access to advocates and there is a good understanding and measures in place around safeguarding adults at risk.

Relationships are actively promoted and valued. Families described an open and welcoming environment where visits are encouraged. One person told us, "*My family can come anytime, my son comes and brings his children.*" We observed warm interactions between people, visitors and staff. People described strong friendships within the home, with one person telling us, "*We all like being together, we have fun.*" Families also shared examples of the service supporting important celebrations, helping create meaningful memories.

There is strong evidence of people achieving exceptional outcomes. One person said, "*I've come on well, I couldn't walk,*" describing how support from staff and nurses helped them follow a physiotherapy programme after a stroke. Other examples included people rebuilding confidence following bereavement, returning to independent living and maintaining important relationships despite complex health needs. One family described their relative as having a "*new lease of life*" after being supported to reconnect with the community and develop friendships. These examples show a service focused on people's aspirations rather than their limitations.

People's health and well-being are actively promoted. Relatives spoke positively about healthcare support and communication. One relative told us, "*They keep the skin well moisturised*," while another said, "*X has had chest infections and urinary tract infections, but they get them through it.*" Observations, records and feedback evidenced a preventative approach that helps people remain as healthy and independent as possible, but action is prompt when intervention is required.

People consistently expressed satisfaction with the service. Comments included, "*Staff are lovely*," "*You're never lonely in here*," "*Nothing is ever too much trouble*," and "*I'm happy, nothing I can think of which can be done better.*" This consistent feedback, together with evidence of exceptional achievements and meaningful relationships, demonstrates excellent well-being outcomes.

Care & Support — Excellent

People receive highly personalised care based on comprehensive assessments which reflects their preferences, life history, interests, cultural needs and healthcare requirements. Personal plans provide clear guidance for staff and are regularly reviewed to ensure support remains responsive to people's changing needs. Individual approaches promote independence and wellbeing, helping people maintain choice and control in their daily lives.

The service demonstrates exceptionally effective partnership working with healthcare professionals. Records show regular involvement from physiotherapists, occupational therapists, dietitians, mental health professionals, specialist nurses and consultants. Staff use professional advice well to support positive outcomes. People told us they could access healthcare services when needed, including medical reviews and specialist support.

There is a strong emphasis on preventative healthcare. Effective monitoring of nutrition, hydration and health needs helps reduce complications and avoid unnecessary hospital admissions. Staff demonstrate a good understanding of people's individual eating and drinking needs and use appropriate equipment and dietary interventions to support them. Evidence provided by the service show positive outcomes, including fewer urinary tract infections, reduced reliance on nutritional supplements and decreased involvement from dietetic services.

Medication is managed safely and effectively. Clear oversight arrangements, accurate records and regular auditing support safe practice. The effectiveness of medicines is reviewed routinely, including medicines prescribed on an as-required basis. Training ensures nurses have the skills and knowledge needed to safely administer end-of-life medication when required. Audit processes are used to drive learning and continuous improvement.

People, relatives and professionals consistently spoke positively about the quality of care provided. We observed respectful and caring interactions, effective support with meals and drinks, safe moving and handling practices and strong clinical oversight. A healthcare professional told us they would choose the home for their own family member because of the quality of care and nutrition provided. Relatives said they were confident in the service's approach to healthcare, skin care and communication.

People achieve exceptional outcomes because of the care and support they receive. Examples included regaining mobility and exceeding expectations following serious illness. These outcomes are achieved through skilled care, effective healthcare support and a commitment to helping people enjoy the best possible quality of life.

Environment

Good

People live in a safe, welcoming and comfortable environment which is generally well maintained. The home provides suitable facilities and equipment which supports people's care, wellbeing and independence. Observations, discussions with people and maintenance records provide assurance the environment continues to meet people's needs effectively.

The home is situated within the local community, enabling people to maintain relationships and receive visits from family and friends. Access to a minibus supports attendance at appointments and community activities. Families told us they feel welcomed when visiting and people remain connected to those important to them.

Accommodation is spacious and arranged across several floors, with smaller communal areas creating a homely atmosphere. Bedrooms are personalised with photographs, ornaments and meaningful possessions, promoting comfort, identity and familiarity. Communal spaces are welcoming and encourage social interaction, while the dining room provides a pleasant mealtime experience. The provider is looking to further enhance provision of communal areas on the first floor while managing the constraints of operating from a listed building.

People have access to equipment to support their mobility, health and comfort, including profiling beds, pressure-relieving mattresses, hoists, specialist slings, weighing equipment and accessible bathing facilities. Adapted cups and other aids help maintain independence. Equipment is clean, well maintained and suitable for people's assessed needs.

Effective systems are in place to monitor environmental safety. Records evidence appropriate servicing and maintenance of gas systems, electrical installations, hoists, slings and other equipment. We observed secure storage arrangements, restricted window openings and measures which help protect people from avoidable risks. The service also promotes sustainability through recycling and waste segregation.

There are some areas for further improvement. Management recognise the need to continue refreshing certain areas in the home following a prolonged vacancy on the maintenance team. Plans are progressing to replace the ageing passenger lift. Minor housekeeping issues were identified during the inspection, but immediate action was taken to address these.

Leadership & Management — Excellent

People benefit from a well-led service where committed leaders have created a positive culture focused on quality, continuous improvement and people achieving positive outcomes. Feedback from people, relatives, staff and nurses, together with a review of governance systems and records, demonstrated effective leadership throughout the home. Strong oversight, effective clinical monitoring and a skilled workforce contribute to positive experiences and outcomes for people.

A caring, supportive and inclusive culture was evident across the service. People, visitors and staff spoke positively about the atmosphere within the home. One visitor and a resident, both with previous leadership experience, told us, "*Everything gels here*," reflecting the positive impact of leadership on daily life. Relatives praised communication and the accessibility of the management team. We observed warm, respectful interactions and saw people being treated with dignity and respect. The service promotes inclusion through cultural awareness events and celebrations, helping people feel valued and respected.

Governance arrangements are highly effective and support ongoing improvement. Quality assurance systems enable leaders to monitor performance, identify trends and respond to issues promptly. Audits cover key areas such as medication, nutrition, weight management and clinical practice, with findings used to inform supervision, staff development and service improvements. Daily clinical review meetings provide additional oversight and help ensure high standards of care are maintained. There are opportunities to further strengthen Responsible Individual consultation and reporting arrangements, this does not detract from the overall effectiveness of leadership and governance within the service

Recruitment processes are thorough and staff have superb support. Records demonstrate staff are appropriately vetted and suitable to work in the service. The home invests in staff development, offering opportunities for career progression and professional qualifications. We spoke with care workers who confirm strong induction processes. Training, supervision, appraisal and competency assessments are consistently completed and tailored to the needs of people living in the home. Staff feedback is overwhelmingly positive. Comments included, "*I love my job, we all get on*," "*It is a very friendly and professional environment to work in*," and "*I am very proud to be a part of this dedicated team and to work under such supportive leadership*." Staff consistently describe managers as approachable and supportive and speak positively about teamwork and opportunities to contribute ideas.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.