



Bellwave House



23 Mary Street, Porthcawl, CF36 3YL



01656 773427

The inspection visit took place on 02/02/2026

Service Information:

Operated by:	Serendipity Care and Support Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	8
Main language(s):	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:

Bellwave House provides accommodation with care and support for people who have needs associated with mental health.

People achieve excellent well-being outcomes because their care is person centred and individual needs, likes and dislikes are considered fully. Care staff understand what matters to individuals and consistently anticipate their needs and preferences. People benefit from a wide range of meaningful activities that significantly enhance their overall well-being. Care and support is excellent. Care staff know people extremely well and deliver care with kindness, dignity, and genuine warmth. Their strong relationships with individuals ensure that support is tailored, responsive, and consistently of a very high standard. The environment is good, offering a warm, comfortable, and welcoming home that meets people's needs reliably. The provider carries out regular maintenance and repairs, ensuring the setting remains safe and supportive for those who live there. Leadership and management is excellent. The service is very well-led, with a strong and positive culture that promotes the well-being of both the people supported and the staff team. Care staff have the robust training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Excellent

People living at Bellwave House exercise an extremely high level of control over their daily lives, with only limited exceptions. Documented evidence shows that staff provide meaningful opportunities for individuals to express their views about the care and support they receive. Key workers hold monthly meetings with people, offering a structured forum to discuss important matters and set personal goals. Individuals actively contribute to the development and review of their personal plans, clearly communicating their preferences and choices so that care staff can ensure these are reflected in the support provided.

People are treated with dignity and respect, they appeared relaxed and comfortable in the presence of staff. Staff speak in a very friendly, caring and respectful way and people respond positively. People living in Bellwave House told us, *"The staff help me a lot"*, *"they are as good as gold"* and *"this place seems like a really nice place to live"*. We observed care staff engaging in positive interactions and consistently supporting people with dignity.

People are protected from abuse and neglect through strong and well-embedded safeguarding practices. Clear risk assessments identify health and safety concerns and outline strategies to manage them. A robust recruitment process ensures care staff are suitable to work with vulnerable people. Care staff are trained to meet the needs of those they support and demonstrate a clear understanding of their safeguarding responsibilities. Detailed policies and procedures, aligned with best practice and statutory guidance, underpin safe and effective care.

People live in accommodation that supports their well-being. The environment at Bellwave House meets people's needs effectively. Bedrooms are comfortable and personalised, and all include ensuite shower facilities. The home provides communal space and remains clean and well-maintained. Staff complete appropriate checks and servicing for utilities and equipment, and the provider continues to invest in an ongoing refurbishment programme. Throughout our inspection, there was a relaxed, friendly atmosphere which was created by the care staff team and their positive interactions with people and visitors to the service.



People receive an excellent standard of care at Bellwave House, and care staff consistently promote people's well-being through compassionate, respectful support. Care staff interact with people in a kind, patient, and calm manner, which helps create a positive atmosphere within the home. Before anyone moves into the service, management complete a thorough pre-admission assessment to ensure they can meet the person's needs safely and effectively. They also consider how the new admission may affect the wider home, demonstrating a strong commitment to maintaining a balanced and supportive environment for all.

Care staff develop detailed personal plans that clearly reflect each person's needs, preferences, and goals. These plans contain the information required to guide staff in delivering consistent and effective care. Care staff complete comprehensive risk assessments that enable people to make choices independently wherever possible while ensuring appropriate safety measures are in place. They review and update all plans and assessments regularly, ensuring documents remain accurate and reflective of people's current needs. People take an active role in planning and reviewing their care, and staff routinely seek their views on the broader running of the service. The service provides a range of formal and informal opportunities for people to express their opinions, ensuring their voices influence daily practice and longer-term development.

Care staff respond promptly to health needs and refer people to appropriate professionals at the right time. They record health information clearly in personal plans and maintain close communication with healthcare and social care practitioners. When concerns arise, care staff act quickly, seeking advice and ensuring people receive timely interventions. Care staff follow robust systems for medication management. They order medication accurately, store it safely, and administer it securely. Medication Administration Record (MAR) charts contain all required details and show correct signatures after every administration. Care staff follow clear guidance for 'as required' (PRN) medication, recording the reason for administration and its effectiveness. Regular training and routine medication audits strengthen staff competency and ensure consistently safe practice.

Safeguarding processes at Bellwave House are strong and effectively applied. Care staff protect people from harm and respond promptly to any safeguarding concerns. When allegations of abuse, neglect, or improper treatment arise, the manager makes timely referrals to relevant agencies, including local authorities. Care staff demonstrate a clear understanding of safeguarding responsibilities and receive appropriate training. The provider submits Deprivation of Liberty Safeguards (DoLS) applications promptly when restrictions may be required and follows correct procedures when individuals lack capacity to make specific decisions.



Environment

Good

Bellwave House provides a well-maintained, safe, and welcoming environment that enhances people's quality of life and supports their daily well-being. They maintain the premises and equipment to a consistently good standard, demonstrating a strong commitment to safety and quality. External contractors carry out routine servicing of essential utilities such as gas and electricity, ensuring all systems remain safe and fully operational. Care staff follow effective fire safety procedures, supported by regular tests, evacuation drills, and ongoing training. Records confirmed frequent fire alarm checks and the presence of an up-to-date fire risk assessment. Each person has a personalised emergency evacuation plan tailored to their needs, giving staff clear guidance to support safe evacuation if required.

People have access to a variety of different communal and private spaces, in which to spend time alone, socialise or entertain visitors. The service is homely and comfortable throughout. People have ensuite rooms which they can personalise to suit individual tastes. They can choose their decoration, furniture, and bedding. There is a large dining room table which people sit together for meals, to enable them to socialise with each other. This is also used during the day for activities and social events.

Security arrangements protect people at all times. Care staff secure the home to prevent unauthorised access, and visitors announce their arrival and sign in upon entering and leaving the building. These measures help ensure the safety of everyone living in the home.

The service maintains excellent hygiene and infection control standards that comply with relevant legislation. Staff follow well-structured daily cleaning schedules, ensuring all areas remain clean, tidy, and well organised. During the inspection, we observed an ample supply of personal protective equipment (PPE). Care staff store all substances hazardous to health (COSHH) securely and handle them safely. The laundry facilities are adequate for the needs of the people living at the home, supporting appropriate laundering practices and infection control.



People achieve excellent outcomes because the provider consistently maintains appropriate staffing levels and ensures the team has the skills, knowledge, and support needed to deliver high-quality care. The provider recruits care staff safely and follows clear procedures to verify their suitability for working with vulnerable people. New care staff complete a thorough induction programme that includes shadow shifts and practical learning. Care staff told us they valued this approach and described positive experiences of beginning their roles at the home. Recruitment records showed robust vetting processes, including timely Disclosure and Barring Service (DBS) renewals for all staff. All care staff remain registered with Social Care Wales (SCW), demonstrating compliance with professional workforce standards.

The service supports care staff through regular, effective one-to-one supervision and annual appraisals that monitor performance, identify training needs, and promote development. The management team ensures all care staff complete the required training, and the manager monitors training records to ensure they remain up to date and aligned with the needs of people living in the home. Care staff expressed pride and satisfaction in their roles, with one care worker telling us, “*I really enjoy it here.*” The rota we viewed demonstrated appropriate staffing levels, which matched what we observed during the inspection. The service does not use agency staff, allowing people to receive consistent, familiar support from a stable team. Care staff follow clear organisational policies and procedures, which helps promote positive outcomes and consistent standards of care.

The service benefits from excellent leadership, supported by strong governance systems that ensure the home runs smoothly. Leaders promote an extremely positive culture focused on the well-being of both the people using the service and the staff team. The provider carries out comprehensive audits across all areas of practice to monitor quality and identify improvements. These systems, combined with strong and proactive leadership, ensure people receive high-quality care and support.

The Responsible Individual (RI) maintains clear oversight of the service. Documentation showed that the RI completes formal quarterly visits and reviews key aspects of service delivery. The service meets its regulatory responsibilities by notifying statutory agencies and regulators promptly about concerns or significant events that may affect people’s well-being. A dedicated, experienced manager leads the team and ensures people remain at the centre of all support. The service operates with a strong and well-defined vision, set out transparently in its statement of purpose. People also receive a written guide containing practical information about the home and its support arrangements. The service provides a variety of formal and informal opportunities for people and their representatives to ask questions and share feedback. Care staff confirmed the manager maintains an open-door policy and remains approachable, supportive, and visible within the home.

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.