Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Mariam House

Barry

02920400657

www.gofalcymrucare.com

The inspection visit took place on 25/09/2026

Service Information:

Operated by:	Gofal Cymru Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	3
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	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Mariam House is a small care home situated in the Vale of Glamorgan. It provides people with easy access to local amenities. People achieve good well-being outcomes. They spend their time doing things they enjoy and receive support from care staff who know them well. People receive a good standard of care and support, and their daily needs are met. Care staff follow personal plans, and overall, people experience good health outcomes.

The environment is good and offers people a cozy and homely environment. People are settled and have opportunities to spend time together or on their own if they choose to. The environment is 'lived-in' and the provider has on-going refurbishment plans to ensure people live in a home which is well-maintained and meets their needs. People enjoy activities in communal lounges, or in their own rooms. Pictures, photographs and craft items are displayed for visitors to see and people to enjoy.

Leadership and management is good, and governance systems are mostly effective. Management provide care staff with a stable source of support and guidance. The responsible individual (RI) is accountable for the service, and visits at regular intervals to monitor the quality of the care and support and ensure the safety and well-being of people and care staff.

Findings:

Well-being — Good

People are treated with dignity and respect. They receive support to make day-to-day decisions with care staff adapting their support to people's preferences and needs. Care staff know people well and are sensitive to people's emotional well-being and are flexible in their approach when people are feeling overwhelmed or sad. We saw the team were able to reflect and adapt the way they communicate with a person who felt unheard at times of anxiety. The new approach is working well and enables care staff to monitor the person's well-being without causing distress. People's communication needs are met. Although there are no people requiring a service in Welsh, the service is working towards the Welsh active offer and considers this during recruitment. We heard people and staff testing their basic Welsh word recall while sat in the garden in a fun and competitive way.

People are offered choices in daily activities which reflects their hobbies and interests. There is a range of in-house and community activities which people take part in on a regular basis. Although there are patterns and routines to some activities, people have the choice whether to attend. On the day of inspection, the home was relaxed with most people choosing to have an easy day at home, watching films, doing craft projects or relaxing in their rooms. We saw a few records where people are taking part in household tasks and are being supported to maintain their skills. People receive support to maintain relationships with those who are important to them, such as family and friends. By using local amenities, people develop a community presence and widen their circle of peers in regular group meetings which they enjoy.

People are safeguarded from harm and abuse. There are effective systems in place to monitor the service and for people to provide feedback to service leaders, care staff and other visiting professionals. Care staff are assigned additional roles as key workers, where they meet with people one-to-one to talk about their experiences of the service, and to ask if there are any worries or concerns. The service produces documentation which describes the ethos of the service, such as the service guide, the statement of purpose (SoP), and formal agreement documentation. For people who require support to understand the agreements, information is shared with their local authority representatives. Although records were not at the service at the time of inspection, we later saw communication between the provider and stakeholders where people's rights and entitlements, and service information is shared.

Care & Support — Good

People receive good quality care and support to achieve their personal outcomes. They experience care and support which is dignified and respectful, and they have meaningful interactions with care staff. People benefit from receiving care from a consistent staff team, who know them well. We saw care staff being kind and professional. We met people on the day of inspection. They appeared settled, comfortable and appropriately dressed to meet their needs and plans for the day.

The service completes personal plans to inform care staff of how to best support a person. Personal plans contain information about people's needs, preferences, risks, strengths and desired outcomes. The service is using a new electronic care planning system. The manager told us of their ideas to further develop the plans to be more person centred. Most personal plans are updated at the required frequency, but it is not clear whether people are consistently involved. We received feedback from people's representatives who told us communication with the service is good. The provider is strengthening their documentation to show when people are involved in their care planning. Daily care records are well-mentioned and accurately describe the care and support people experience.

People have access to health professionals and are reliably supported to maintain their physical health. Electronic records of appointments and outcomes are in order. Where people become unwell or have experienced a decline in their well-being, the service takes prompt action, the appropriate health care professionals are contacted. Daily health outcomes are electronically monitored, allowing the service to be prompt and responsive to any changes. People's nutritional needs, personal care, oral healthcare and emotional well-being needs are generally met, with positive outcomes evident.

Medication is well managed. Electronic systems for recording work well and people receive their medication as prescribed. Systems for ordering, storage, stock management and disposal are effective. A medication policy is available with extensive guidance for care staff. Medication is administered by care staff who receive training. Annual competency assessments are on-going to continually evaluate the skills, knowledge and understanding of safe medication administration, with a few assessments overdue, which the provider addressed.

Environment

Good

People live in an environment which meets their needs. We found the home to be warm, comfortable, and welcoming. Communal areas are personalised, which reflect people's hobbies and interests. People showed us their bedrooms and told us what was important to them. Fixtures and furnishings are in good order and people had ample storage available to them. All bedrooms are en-suite, affording people privacy. We found a good supply of clean towels and personalised bedding for people.

We saw the kitchen was well-stocked with fresh food and cupboard essentials. The environment is clean and good hygiene routines are well established. Care staff have ample supplies of personal protective equipment, cleaning products and equipment to maintain hygiene standards. Some areas of the home are locked to keep people safe, such as the cleaning cupboard and utility cupboards. Medication is safely stored in the service office. Daily checks relating to operating temperatures of appliances are in order and the home holds a Food Standards Agency certificate rating of five, which is very good.

People have access to a small outdoor paved garden, with a seating area, some pots for planting in the warmer months and a designated smoking area. We saw people having easy access to the garden, and they moved freely around the home. The outdoor space provides opportunities for people to spend time outside, socialise and engage with neighbours. During inspection we heard people chatting with neighbours, boosted by the encouragement of care staff.

The provider is investing in the environment, and they are following a program of works. We found areas of the environment which require repair, redecorating or replacing. This has already been highlighted and budgeted for by service leaders. Most checks around fire safety, equipment and emergency procedures are in order. The manager was quick to address the matters we found which had been overlooked, and the provider is taking action to resolve any outstanding tasks highlighted at a recent South Wales Fire Service audit.

Leadership & Management — Good

Leadership and management promote a positive culture, and teamwork is valued by care staff at the service. Recent changes in the management team are effective, and day-to-day systems to ensure smooth running of the service work well. Auditing systems are in place to monitor the service are completed by care staff and the management, to mostly good effect. Regular audits consider key areas such as medication, care planning, health and safety, incidents and complaints. The RI completes regular visits to the premises and looks at service delivery to monitor quality. They speak with people and care staff to seek their views. The RI produces a Quality of Care review which reflects on service delivery and informs the provider of what is working well, and what could be strengthened. The provider demonstrates commitment to continuous improvement, including investment in the environment and development of their governance systems to meet their regulatory requirements.

The provider follows safe recruitment practices and records we viewed were in order. Eligible care staff are registered with Social Care Wales, the workforce regulator, and follow the Codes of Practice for social care workers. Disclosure and Barring Service (DBS) certificates are in place for all care staff and there is a robust system for monitoring renewal of certificates and registrations. Care staff complete a range of core training topics, and compliance is high. They receive supervision on a regular basis. Care staff are supported with learning and development, with all attaining or progressing with relevant qualifications. Where we found a small number of training topics and competencies low in completion numbers, the provider is committed to addressing this. Care staff provided us with confident feedback about effective teamwork, strong communication and a positive culture.

The provider produces the Statement of Purpose (SoP) which describes the service and helps people understand what they can expect when living at Mariam House. We found the service was being delivered in accordance with the SoP. We discussed with the RI the importance of keeping the document under review and the requirement to inform the regulator and stakeholders of key changes. Policies and procedures are in place and suitable to support the safe and effective delivery of the service.

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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