Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Talbot Court Care Home

Talbot Court Care Home, Talbot Road, Port Talbot, SA13 1DR

01639 887975

www.talbotcourtcare.co.uk

The inspection visits for this service took place between 30/06/2026 and 03/07/2026

Service Information:

Operated by:	Carehart Ltd
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:	30
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:

Talbot Court Care Home is in the centre of Port Talbot with easy access to amenities, although roadside parking is limited. People enjoy a good quality of life at the home, where they have developed meaningful relationships with others. Care staff respect people's wishes and routines, helping them to maintain control over their daily lives. People take part in a range of in-house activities that promote their well-being.

People receive a good standard of care and support to help them stay healthy. Care staff know people well and support them safely, in line with individual risk assessments and personal plans. People have timely access to medical and specialist services.

The accommodation is secure, presented to a good overall standard and includes some colourful, homely features. It has the required equipment and facilities to promote people's health and safety.

The home has very good leadership and management, so people consistently experience a safe, reliable service. Staff are appropriately recruited and receive the training and support they need to carry out their roles effectively. Organised administration and auditing systems help to ensure good standards of practice are maintained. The Responsible Individual (RI) monitors the quality of the service closely and works with the manager to make continuous improvements.

Findings:

Well-being — Good

People lead happy and healthy lives at Talbot Court. We found that people consistently receive the right level of care and support, as outlined within personal plans. Care staff ensure people benefit from their prescribed medication and timely access to healthcare services. One professional told us they received positive feedback about people's experiences during a recent visit, which reflected our own observations. One person said, *"We are very, very happy here"*. Care staff communicate with people effectively, taking time to ensure they feel safe and comfortable in their surroundings. The Welsh language is promoted through everyday greetings. Staff are also encouraged to complete a Welsh language course.

People enjoy an array of in-house activities, with designated staff working every day to facilitate these. We observed a lively game of darts, which created a fun and inclusive atmosphere. People smiled and laughed as they joined in enthusiastically or watched along with interest. People told us, *"We have a lot of fun"* and *"There's always something going on".* The service welcomes the church and other community groups into the home for various events. However, the management team should consider arranging day trips as people currently have limited opportunities to spend time in the community. Personal plans could also be enhanced by providing more detail about people's activity preferences and identifying any sensory support that may promote their well-being.

The service promotes people's safety and helps protect them from harm. The accommodation is secure and well-maintained. People told us they feel safe in their home and comfortable confiding in staff. One person said, *"You can speak to any of them if you have any worries"*. Staff are safely recruited and vetted by the Disclosure and Barring Service (DBS). This helps to ensure they are suitable to work with vulnerable people. There is a culture of openness and transparency as the manager liaises with the Local Authority Safeguarding Team and other professionals to manage risks to people's safety and well-being. Staff understand their safeguarding responsibilities and feel any concerns would be listened to and acted upon. One staff member told us, *"Everyone has rights here – the residents and staff"*. The RI and management team have organised systems in place to monitor the quality and safety of the service.

People value their relationships with others. Many people have formed friendships that provide companionship and a sense of belonging. Care staff encourage people to connect with others for daily routines and activities. Families are made to feel welcome during visits and records confirm that care staff keep them updated about their loved ones. People and their representatives have bonded with staff and spoke about them fondly. Comments include, *"The carers are all very friendly"* and *"You can't beat the staff; they're wonderful"*.

Care & Support — Good

The management team carefully assesses people's needs before they move in. This involves a review of any existing assessments and care plans provided by commissioning authorities and other professionals. The information gathered helps managers determine whether the service can safely meet people's needs and help them achieve their goals. People and their families told us their move into the home went smoothly as staff provided all the information, help and support they needed. People are initially allocated the same care staff to promote continuity and help them settle in and build relationships. We saw care staff answering queries from families and offering a warm welcome as people moved in for short and long stays.

The service develops personal plans which outline how people need and want to be cared for. Any risks to people's health, safety and well-being are also accounted for. This is to ensure care staff know how to meet their individual needs and preferences safely. Care staff maintain good quality records of the care they provide, which we found to be consistent with personal plans. Personal plans are reviewed monthly to ensure they reflect people's current needs, although some details need updating so guidance remains clear and consistent throughout. Care reviews are carried out to check people are satisfied with the care they receive, their current personal plans and goals. The manager is closely monitoring the frequency of these reviews to ensure they take place at least every three months, as is required.

People experience good continuity of care. Care staff understand and anticipate people's needs well. People have regular input from various health services, including opticians, chiropodists, dentists and dietitians. Records confirm that prompt referrals are made to medical and specialist services when there are concerns about people's health, and any advice is documented and acted upon. Families are also updated regarding appointments and the outcomes of reviews.

The service maintains a good standard of hygiene to reduce infection risks. A food hygiene rating of 5 (very good) was awarded in September 2025 and we observed private and communal areas to be clean and tidy. Staff complete regular infection control training and can easily access Personal Protective Equipment (PPE). Equipment is kept clean, although we saw some stained bedrail bumper pads. The manager assured us these would be replaced with new pads that are easier to clean and disinfect. Monthly audits help ensure correct infection control procedures are followed.

People consistently receive their prescribed medicines. Medication administration is tracked via an electronic system, which is easy to navigate and highlights what medicines people are due and when. Records show that time-critical medication is administered as directed for optimal effect. Internal and external audit findings show that medicines are consistently managed in a safe way. Medication is stored securely, although storage temperatures have been too high on several occasions. The management team is making environmental adjustments to address this.

Environment

Good

People live in a homely environment. The lounge is a popular space where people often socialise, dine together and take part in various activities and events. It is in a central location next to a staff office and kitchenette, with easy access to the conservatory and courtyard. The conservatory offers a quieter area for people to relax or spend time with visitors. Communal rooms and corridors are bright and colourful and include colour contrasts to help people orientate to their surroundings. Slideshows of people enjoying various activities are displayed in corridors, adding a personal touch to the space. Information about upcoming activities is also displayed outside the lounge where people can see it easily.

The service has a courtyard where small groups of people can enjoy spending time outdoors. It has some attractive features, such as a large, colourful mural and raised flower beds. We saw people using the sheltered seating area to relax and play games with activity coordinators. People also take comfort and joy from seeing and holding the pet rabbit as it moves around the home and garden.

The accommodation includes adaptations and facilities to support people with their daily activities. People told us they are satisfied with their bedrooms, which are laid out to suit their needs and preferences. We saw that people have access to the specialist equipment they need, as identified within personal plans. The home and equipment are in a good overall state of repair. However, the carpet in a first-floor hallway is worn and damaged in places. Arrangements are being made to replace this.

There are suitable measures in place to promote people's health and safety. The building is secure and properly maintained. Access is appropriately controlled as visitors cannot enter without staff approval. Staff also prompt visitors to sign in and out when arriving and leaving to support fire safety procedures. The front entrance has a camera doorbell while key-coded internal doors restrict access to the main hallway, stairwells and outdoor areas. Although storage space is limited, we observed the home to be free from avoidable hazards. Routine health and safety checks are carried out by the maintenance officer or other designated staff member. Regular fire safety checks take place, with the service acting upon any recommendations following external fire safety assessments and inspections. Records show that equipment and utilities are also serviced and inspected within recommended timescales. These systems help to ensure the premises remains safe.

Leadership & Management — Good

The service is well managed and operates in line with its statement of purpose and written guide. Leaders promote a positive working culture, supported by a management structure with clearly defined roles and responsibilities. This provides a strong network of support to staff. The manager leads by example and is highly respected by staff. We were told there is a *"good channel of communication from top to bottom"* and *"Residents always come first; nothing gets brushed under the carpet… standards are very high"*. The RI and finance director visit the home weekly, providing visible accountability and effective oversight. They work with the manager to identify areas for investment and development.

The management team welcomes feedback and is committed to making continuous improvements. People and their representatives feel listened to and are confident any issues or concerns would be addressed promptly. They said, *"You can talk to the manager – you can talk to anyone"* and *"They'd go out of the way to sort something for you if you needed it"*. Records show that complaints are managed in line with the service's policy and procedures. Robust audit and quality assurance systems are in place to monitor and improve the service. The RI assesses how the service is performing through formal visits and quality reviews. These provide assurance that people consistently receive safe care that supports their health and well-being. However, the reports could be strengthened by focusing on the outcomes people are achieving and identifying areas for further improvement.

Staff have the required knowledge and skills to cater for people's needs. There is a strong team culture, with staff working collaboratively to ensure people have the best possible experiences. Staff complete an ongoing programme of training, which includes mandatory and specialist courses relevant to people's needs. The trainer helps staff apply their learning to practice by holding in-house sessions that focus on a specific topic each month. Staff are encouraged to develop by completing care qualifications, taking on additional duties and progressing to more senior roles. They told us they feel valued and supported by leaders and managers. One staff member said, *"They are supportive even if something is wrong or needs changing"*. Records confirm that staff regularly reflect on their role and performance during formal supervision meetings and annual appraisals.

People receive timely care and support. The service maintains safe staffing levels, which are determined using a dependency tool. We saw people enjoy many positive interactions with care staff, who were visible, attentive to people's needs and accommodating of requests. People told us, *"They're always about"*, *"They help when you need them"* and *"I like it when they stop and have a chat"*. Records confirm that staff go through a robust recruitment process before employment. This helps to ensure they are suitable for their roles and share the right values.

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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