Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Zoar Care Home

Zoar Residential Home, Marian Street, Tonypandy, CF40 2DL

01443432262

www.accurocare.co.uk

The inspection visit took place on 28/07/2026

Service Information:

Operated by:	Accurocare Zoar Care Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	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:

Zoar is a residential home in Tonypandy, providing care and support for up to 30 people.

People experience good well-being outcomes and are supported by care staff who know them well and promote their dignity, choice and independence. Feedback from people and their representatives is positive, with many describing the service as caring, welcoming and supportive.

Care and support is good. People receive personalised care from care staff who understand their needs, preferences and routines. The service benefits from detailed care planning systems, effective safeguarding arrangements and good systems for managing medication and infection prevention and control.

The environment is good. People live in a clean, comfortable and personalised home with access

to communal areas that support social interaction and well-being. Systems are in place to maintain equipment and promote safety, and the provider has plans to further enhance parts of the environment.

Leadership and management are good. Staff speak positively about the support they receive and governance systems provide effective oversight of the service. Leaders recognise opportunities to further strengthen practice and demonstrate a commitment to continuous improvement.

Findings:

Well-being — Good

People achieve positive well-being outcomes because they are supported by staff who know them well and respect their choices, preferences and routines. People have control over many aspects of their daily lives, including when they get up and go to bed, where they spend their time, how they structure their day and the support they receive. People told us they are happy living at the service and feel *"well looked after"*. Relatives expressed confidence in the quality of support provided and told us that *"everything works well"*. We observed warm and respectful interactions throughout the inspection. Care staff responded promptly to requests and supported people to make day-to-day decisions, helping them maintain their independence, exercise choice and remain in control of their lives.

People are supported to maintain their interests and take part in meaningful activities. We saw evidence of a varied programme of activities and community outings in the service's magazine and social media. People spoke positively about previous trips and looked forward to future opportunities. A professional told us activities *"appear to have a very positive impact on resident well-being and quality of life"*. Community links are maintained and we observed family and friends visiting during the inspection. We were told staff *"always have time to talk to the family"*, supporting positive relationships between people and those important to them. Families told us they feel their relatives are safe living at the home. There are effective systems to protect people from abuse and neglect, concerns are appropriately reported to relevant agencies and care staff demonstrated an understanding of their safeguarding responsibilities and confidence in raising concerns with managers.

People were comfortable, settled and received support when needed. We observed staff treating people with kindness and responding appropriately to requests for assistance. Whilst outcomes for people are good overall, there are opportunities to further enhance day-to-day experiences. During parts of the inspection, some staff interactions were focused on completing care tasks rather than maximising opportunities for meaningful engagement. We observed limited staff-initiated interaction in communal areas at times, and mealtimes did not always maximise opportunities for conversation, social engagement and encouragement. The provider recognised these findings and acknowledged that further developing a consistent social and relationship-centred approach throughout the day would enhance people's well-being and experience of living at the home.

The accommodation is suitable to meet people's needs and everyone is encouraged to personalise their bedrooms. The home provides suitable communal and private spaces where people can

socialise, receive visitors or spend time alone. Bedrooms reflected people's individual tastes and interests, helping create a homely environment. Outdoor areas are accessible and people told us they enjoy the views of the local area.

Care & Support — Good

People receive good quality care and support that helps them achieve their personal outcomes. Families told us they are happy with the care provided and described support as *"personalised care that understands individual needs"*. The service benefits from a well-organised electronic care planning system. Personal plans contain detailed information about people's needs, preferences, routines and desired outcomes and link effectively to associated assessments and risk management plans. There is a robust pre-admission process that helps ensure the service can meet people's needs before they move in. Records include information about what matters to people, helping staff provide consistent and person-centred support. We found care records are regularly reviewed and updated, ensuring care remains responsive when people's needs change. Risk assessments provide staff with clear guidance on how to support people safely whilst promoting their independence.

People receive support to maintain their health and well-being. Records demonstrate appropriate involvement from a range of healthcare professionals, including GPs, district nurses and specialist services where required. We saw evidence of timely referrals when people's needs change and healthcare recommendations being incorporated into care planning arrangements. Care staff monitor changes in people's health and well-being and seek professional advice when required. Effective communication between staff, families and professionals helps ensure people receive coordinated care that promotes positive outcomes.

People are protected by appropriate safeguarding arrangements. Care staff demonstrate a good understanding of their safeguarding responsibilities and relatives told us they would feel confident raising concerns if required. Records show the service works with partner agencies when concerns arise and takes appropriate action to help keep people safe. People's rights are promoted through the use of legal safeguards. We saw evidence of Deprivation of Liberty Safeguards applications and authorisations being monitored to ensure any restrictions are lawful, proportionate and regularly reviewed.

Medication management arrangements are good overall. Effective systems are in place for the ordering, storage, administration and auditing of medicines. Infection prevention and control arrangements are well managed and help reduce the risk of infection. These arrangements help protect people and minimise the risk of healthcare-associated infections.

Environment

Good

People live in an environment that supports their safety, comfort and well-being. The home is clean, comfortable and well maintained overall. Bedrooms are personalised with people's belongings and reflect their individual preferences, helping to create a homely atmosphere. The accommodation provides suitable facilities to meet people's needs. People have access to communal areas throughout the home, as well as an accessible garden area where they can spend time outdoors. Toilet, bathing and laundry facilities are sufficient and support people's day-to-day needs.

The provider maintains effective systems to ensure the environment remains safe. We saw evidence of regular servicing and maintenance of equipment, alongside good oversight of fire safety arrangements. Safety measures, including window restrictors, alarm systems and up-to-date Personal Emergency Evacuation Plans (PEEPs), help reduce risks and support people's safety. The service has achieved a Food Standards Agency rating of 5, reflecting very good food hygiene standards.

Regular health and safety checks are completed and recorded electronically, supporting the timely identification and management of environmental risks. Hazardous substances are securely stored and infection prevention and control arrangements help maintain a clean environment and reduce the risk of infection. These arrangements support people to live in an environment that is safe and suitable for their assessed needs.

The provider has recognised opportunities to further enhance the physical environment through planned refurbishment. Whilst some areas demonstrate good attention to detail and create a welcoming atmosphere, parts of the home appear worn and would benefit from refreshing. Some communal areas are underused and could be developed further to maximise their potential for people living at the service. Plans are in place to address these areas and further enhance the environment.

Leadership & Management — Good

People benefit from positive leadership and management arrangements that support good outcomes. Care staff spoke positively about working at Zoar and described a supportive environment where teamwork is valued. Care staff told us they feel supported by managers, listened to and able to raise concerns. We observed positive relationships between managers and staff and found leaders are visible and involved in the day-to-day operation of the service. This contributes to a stable culture that benefits both people and staff. Care staff told us *"the team works together effectively, communicates well and always puts the people we support at the centre of everything we do"*.

Governance and quality assurance arrangements are effective. The Responsible Individual (RI) exceeds the minimum regulatory requirements for oversight and demonstrates a strong commitment to monitoring the quality of the service. The RI maintains regular contact with the management team, providing support, challenge and oversight to help drive continuous improvement. Quarterly reports provide detailed analysis of service performance, identify areas for improvement and evidence actions taken in response to findings. The biannual Quality of Care Review is a particularly good example of reflective practice, drawing on feedback from people, relatives, staff and professionals to evaluate the quality of care provided and support ongoing service development. Where areas for improvement are identified, action plans are developed, monitored and reviewed to assess their effectiveness.

The provider has suitable arrangements in place to recruit, support, develop and retain staff. Training compliance is good across a range of core subjects and staff told us training helps them carry out their roles effectively. The induction process is comprehensive and provides staff with the skills and knowledge required to support people safely and consistently. Supervision and appraisal arrangements are established and provide opportunities for staff to reflect on their practice, discuss their wellbeing and identify development needs.

Staffing arrangements support continuity of care and help ensure people are cared for by staff who know them well. Leaders maintain good oversight of staffing levels, workforce development and staff performance. Recruitment processes help ensure suitable staff are employed and systems are in place to monitor mandatory checks and training requirements. We found staff had up-to-date Disclosure and Barring Service (DBS) checks and care staff were registered with Social Care Wales. The service also recognises staff contributions through reward and recognition initiatives, helping to promote staff morale, retention and a positive workplace culture.

Managers demonstrate a reflective approach and are committed to continuous improvement. Information gathered through audits, surveys, observations and quality assurance processes is used to identify strengths and areas for development. Leaders show a good understanding of the service and are responsive to feedback from people, relatives, staff and professionals. Overall, leadership arrangements support the delivery of safe, person-centred care and positive outcomes for people.

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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