



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Comfort Care Homes (Glan Yr Afon) Ltd



Glan-yr-afon Care Home, Glan-yr-afon Lane Fleur De Lis, Blackwood,
NP12 3WA



01443835196

The inspection visit took place on 02/06/2026

Service Information:

Operated by:	Comfort Care Homes (Glan Yr Afon) 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:	39
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

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Peoples' well-being is excellent. They are actively involved in decisions about their lives. People exercise choice in routines, meals and activities. The positive culture promotes through the service is felt daily by the people who live there. Care and support is good. People receive care from skilled staff who understand their needs and preferences. Health needs are monitored proportionately. A varied activity programme and regular one-to-one sessions support wellbeing, engagement and emotional health.

Environment is good. People live in a comfortable, well-maintained environment. Accommodation is personalised to reflect individual preferences and safe access to outdoor spaces and community facilities is promoted. Leadership is excellent. The management team are a visible presence within the service, promoting a positive, open culture where feedback informs improvement.

Findings:



Well-being

Excellent

People are actively involved in decisions that affect their lives. The provider promotes a culture where people's views are sought, respected and acted upon. Regular resident meetings are held, providing opportunities for people to share feedback on what they enjoy and what they would like to see improved or introduced.

People are encouraged to express their preferences and raise any concerns. This supports a positive culture where individuals feel valued, and their rights and dignity are upheld. People are supported to have control over their day-to-day lives, including choices around activities, meals and community access. One person told us when moving to the service, management worked with them to adapt the menu to reflect their dietary preferences. We saw evidence that people are consulted both collectively and individually regarding changes to the upcoming summer menu.

The provider promotes independence and choice whilst managing risk in a proactive and person-centred manner. For example, where a person's health needs had changed, staff discussed risks associated with community outings and worked with management to implement a plan. This ensured the individual could continue to access the community safely, while staff felt confident and supported in managing associated risks.

Staff work in partnership with external professionals to support people's health and well-being. A GP undertakes regular visits, supported by timely information shared by nursing staff. This enables medical reviews to be well-informed and responsive. Records are updated following visits to ensure care plans reflect people's current needs.

People are supported to maintain relationships and remain connected to their community. The provider facilitates a range of social events throughout the year, including seasonal celebrations where family and friends are welcomed. People are also supported to celebrate important personal events. We saw evidence of links with the local community, including intergenerational activities with a local primary school, which people spoke positively about.

Feedback from people indicated that *"staff are caring, patient and attentive."* There is a strong emphasis on promoting people's sense of value and belonging. Staff demonstrated awareness of people's diverse needs and preferences and were seen to respect these in day-to-day interactions.



Care & Support

Good

People receive care and support that is personalised and responsive to their individual preferences, choices, and needs. Staff demonstrate a strong understanding of what matters to people and consistently support day-to-day preferences, such as accessing daily newspapers, maintaining preferred routines, and sourcing specific items including weekly treats and fresh fruit. This contributes to people feeling valued and respected in their home environment.

People are supported to achieve their personal goals and maintain their rights and relationships. For example, individuals are enabled to practise their faith through regular visits from a priest. People are supported to participate in their community, including attending local venues to vote in elections. This promotes inclusion, independence and a sense of citizenship.

People benefit from care provided by skilled and knowledgeable staff who understand their individual needs and preferences. A multidisciplinary approach is embedded within the service, with nursing staff, care staff, domestic staff and dedicated activity coordinators working collaboratively to support people. Staff are appropriately trained and confident in their roles, ensuring people can safely participate in activities both within the home and in the community. There is a positive and inclusive culture across the service, driven by strong leadership, which enables staff to respond flexibly to people's wishes.

Health promotion is actively encouraged and tailored to individual need. Staff demonstrate good awareness of those requiring additional monitoring and ensure that observations are person-centred and proportionate, avoiding unnecessary interventions. This supports people's wellbeing while maintaining dignity and independence. People are safeguarded from abuse and avoidable harm. Staff demonstrate a clear understanding of safeguarding procedures and feel confident in their responsibilities.

People have access to a wide range of meaningful activities which promote social engagement and wellbeing. A varied programme is provided, including baking, skittles, choir sessions, sensory activities, films, coffee mornings and personal care activities such as foot and nail care. External entertainers and community links further enrich the programme, with regular visits from performers and opportunities for outings within the local area.

People are supported to take part in activities that are meaningful to them. The service ensures individuals receive dedicated one-to-one time with the activity coordinator each month, enabling them to engage in personalised activities, such as shopping trips or individual relaxation sessions. This approach supports people to maintain their interests, hobbies and emotional wellbeing. A private social media platform is used to share updates, photographs and celebrate these events.



Environment

Good

People benefit from a warm, comfortable and welcoming environment that is well maintained and supports their well-being. The service is light and airy, with good access to natural light and ventilation. There are views of the garden areas, which were observed to be well cared for and in seasonal bloom.

People have access to outdoor spaces, including decked seating areas and a gazebo, enabling use in a variety of weather conditions. The garden areas are used positively, with some people involved in planting and maintaining flowers and adding decorative features. People are also supported to access the wider community, including local amenities such as shops and social venues.

The provider ensures that people have access to appropriate furnishings and equipment to meet their individual needs. This includes specialist beds, call systems, and moving and handling equipment. Bathroom and toilet facilities support privacy, dignity, accessibility, and safe use.

The provider ensures that people's accommodation supports their well-being and quality of life. People are involved in decisions about their living environment and are supported to personalise their rooms according to their tastes and preferences. We observed examples of rooms that had been decorated and furnished in line with individual choices, contributing positively to people's comfort and sense of identity.

Arrangements are in place to maintain the premises and ensure people's safety. Planned maintenance, servicing and routine checks are undertaken, supported by regular audits. Day-to-day maintenance tasks are addressed in a timely manner.

The provider takes appropriate steps to ensure compliance with relevant legislation and guidance, including health and safety, fire safety, and environmental health requirements.

Systems are in place to promote security while respecting people's rights, privacy and dignity. This includes appropriate control of access to the premises and the safe management of personal property. Where surveillance systems are used on the external areas of the property, these are managed in a way that is open, proportionate and respectful of people's privacy.



The provider promotes a positive culture where feedback from people and staff is encouraged and valued. People know how to share their views about the service and are supported to do so in a range of accessible ways. This includes resident meetings, annual questionnaires and opportunities to provide informal feedback. Visitors are also able to share their experiences through feedback cards. These arrangements support the provider to understand people's experiences and drive improvements.

The provider has policies and procedures in place that are appropriate to the service and reflect current legislation and guidance. Staff demonstrated awareness of these and how they apply them in practice. Policies are subject to regular review to ensure they remain up to date.

There are effective systems to monitor and improve the quality of care provided. A range of audits are undertaken to ensure standards are maintained. Staff receive regular supervision and competency observations, supporting them to feel confident and competent in their roles. Training is delivered through a combination of face-to-face sessions and online learning to maintain staff knowledge and skills.

The management team recognises staff contributions and promotes a positive working environment. For example, an 'employee of the month' initiative acknowledges good practice and is communicated across the service, which helps to motivate staff and promote morale.

Staff work effectively with external professionals to ensure people's needs are met. There are established working relationships with healthcare professionals, including a GP who undertakes regular visits. Nursing staff provide timely updates on any changes in people's health, and outcomes from visits are reflected in personal plans to ensure continuity of care.

The provider ensures that relevant notifications are submitted to appropriate authorities when required. This demonstrates an understanding of regulatory responsibilities and supports safeguarding and oversight.

There is a culture of openness and transparency within the service. Leaders promote honest communication, including acknowledging when things go wrong and take appropriate action.

The provider monitors staffing levels and skill mix to ensure they meet people's changing needs. Arrangements are in place to manage staff absence and maintain continuity of care. Safe recruitment processes are followed to ensure staff are suitable for their roles. Where agency staff are required, efforts are made to ensure consistency by requesting regular individuals familiar with 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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