



### Millview Care Home



Mill View Care Home, Brook Street Ystrad, Pentre, CF41 7RB



01443430014



<http://silvercrestcare.co.uk/our-care-homes/mill-view/>

Date(s) of inspection visit(s): 18/07/2025, 24/07/2025, 25/07/2025

### Service Information:

|                                          |                                                                                                                                       |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | BKM LTD                                                                                                                               |
| Care Type:                               | Care Home Service<br>Adults With Nursing                                                                                              |
| Provision for:                           | Care home for adults - with nursing, Care home for adults - with personal care                                                        |
| Registered places:                       | 40                                                                                                                                    |
| Main language(s):                        | English                                                                                                                               |
| Promotion of Welsh language and culture: | The service 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**

**Good**

## Summary:

Millview is a purpose-built care home that offers residential and nursing care. It is situated in the heart of the Rhondda Valley, adjacent to Ystrad Rhondda Train station, and has far-reaching views along the valley. It is conveniently located near local shops, cafes, pubs, and day centres. The area is well serviced with bus and train routes nearby.

Millview provides very good care and support in a warm and friendly environment, that promotes excellent wellbeing outcomes for people living at the service. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. Activities at the service are regular and varied to ensure people's physical and emotional well-being. The environment is good. The premises is safe and accessible and has suitable indoor and outdoor areas for people to use. Staff feel very well supported, happy, and confident in their roles. They receive regular supervision and a variety of training, and policies are in place to provide guidance. Robust Quality Assurance systems are in place with regular audits and good oversight carried out by the management team and wider provider. The Responsible Individual (RI) visits the service regularly and speaks to people and staff.

## Findings:



### Well-being

**Excellent**

With few exceptions, people are supported to have as much control as possible over their day-to-day. The service carries out a thorough pre-admission assessment to ensure it can meet people's needs, which are evident on people's care files. People and their representatives are then involved in developing and reviewing their care plans and identifying personal goals/outcomes. People can choose how they spend their time. Monthly resident meetings and '*Family of Millview*' meetings give people and their families the opportunity to discuss things within the home including the menu, activities, and refurbishment plans.

Documentation such as a statement of purpose and written guide are available to people and provide information on the service, how to raise a complaint, and details of advocacy services. How to make a complaint, contact details, and other information is also available in the reception area. The manager deals with any complaints and follows the provider's policies and procedures. People's communication needs are considered in pre-assessments and communication plans are evident on people's care files. Staff receive mandatory and specialist training appropriate to the needs of the people they support. The service is working towards anticipating, identifying, and meeting the Welsh language and cultural needs of people who use the service. The service has some Welsh speaking staff and holds weekly group sessions; documentation is available in Welsh on request and the provider's website is available in Welsh. Signage around the home is in English and picture form with some in Welsh such as on toilet doors.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. There are frequent opportunities for people to connect with family, friends and contribute to local communities. A passionate and enthusiastic Activities co-ordinator and an assistant engage people in a variety of daily activities of their choosing including arts and crafts, games and quizzes, and gardening. We saw people enjoying playing dominoes and coming back from a trip to the local park on the day of our inspection. We were told of singers coming in, parties to celebrate special occasions such as VE Day and birthdays, and a recent carnival day. The service has good links in the community including the local leisure centre and church. Again, people have access to things such as the beauty/hairdressing salon and a bar/lounge area. The service works hard to individualise activities including supporting one person in their fundraising and purchasing bulbs/plants for the garden, and others with bringing in animals, exploring vintage cars, and having a pink cake for their birthday party. Other plans include a trip to Coney Island on the request of residents and involving family members, and a 'beach' day over the summer. Christmas time there are plans for entertainment and a panto. The service is constantly exploring options to improve people's wellbeing including the 'Adopt a Grandparent' Scheme that seeks to match like-minded people together via Zoom with similar interest and hobbies. Other

positive outcomes for people included one person being supported to achieve their goal of returning to their own home with support from care staff and outside agencies, and another moving on to an Extracare scheme. We also saw people enjoying time with family members and friends and were told there are no restrictions on visiting. It is evident people and their relatives have positive relationships with each other and care staff at the service.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. All staff understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are present highlighting areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment.



## Care & Support

Good

People receive consistently very good quality care and support which helps them achieve their personal outcomes. Prior to a person receiving the service a detailed assessment is completed to ensure the service can meet their needs. A personal plan is then developed with the person and if appropriate, their representatives. Personal plans we viewed are clear and concise. They highlight people's personal outcomes and the best ways of supporting people to achieve them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans are reviewed regularly by the service, although clearer recording of how people and those involved in their care have been involved in these, and progress in meeting their personal outcomes would make these more meaningful. It was noted that the service is in the process of moving from one electronic system to another which takes time and work but will be an asset to the Team in resolving some of these issues once complete.

People are supported by skilled staff with a very good understanding of their individual needs and preferences. There is a stable staff team with a low turnover which provides continuity of care to people. We saw nursing and care staff, and the management team have very positive relationships with the people they support. It is clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included "*Excellent...marvellous people...I'm lucky to have come here*" and "*I've got lovely carers.*" One relative described how difficult it had been when their loved one had come to the service, but staff had gone "*Above and beyond*" to help them accept the situation and now worries less.

People are supported with their dietary requirements. Menus are varied and nutritious, people are offered choice and told us the food was "*Out of this world.*" The kitchen staff receive appropriate training and know people's dietary needs, such as those with alternative diets. We observed lunchtime was a pleasant experience and the food looked appetising. A tea trolley offered drink and snacks between mealtimes, and drinks and fruit were noted in lounges and dining areas throughout.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. People are assisted and supported to attend or participate in health checks and appointments, and records of this are evident on care files. It was noted that despite the high number of nursing care and residents with complex needs, no resident currently has any pressure areas. District nurses and other Health professionals visit the service regularly and have provided positive feedback. The service has also recently had a contract monitoring visit from the Local Authority Commissioning Team, who's report was very positive and made no recommendations.

People are supported with their medication if required in accordance with national guidelines and service policy. Medication management systems are robust. There is a medication policy aligned with best practice guidance and care staff receive training on the administration of medication to ensure they remain sufficiently skilled. Routine medication audits ensure practice remains safe and effective.



## Environment

**Good**

People benefit from a warm, comfortable and welcoming environment that is adapted to suit their needs. We saw some people's rooms have en-suites and all are personalised to their preference with items of importance, helping to create a homely feel. There are indoor and outdoor communal areas people can access including lounge and dining areas, a bar lounge, and a number of toilet/bathrooms. The extensive outside space is accessible to people and has paved areas, with seating, trees, shrubs and plants. There are plans to further improve the outside space and make better use of the vast area available. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish, either independently or with support from care staff. The service is suitably furnished, and nicely decorated in most areas with redecoration planned where this is needed on upper floors. The day and date, clocks, and menu choices for the day are on the wall in lounge and dining areas, and signage on doors help people stay orientated.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as a lift, and manual handling equipment is serviced in line with the manufacturer's recommendations. There are legionella and fire risk assessments in place. Regular fire drills and monitoring of fire safety equipment is completed by a maintenance person and serviced by suitably qualified trades people. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic, and food hygiene practices are very good. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There are plentiful supplies of Personal Protective Equipment (PPE) throughout the service including gloves, aprons and hand sanitiser. Staff have received training in this area and the manager carries out regular audits of the kitchen and home environment. The kitchen has been awarded a score of five by the Food Standards Agency, which implies very good food hygiene standards.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access with keypad entry and exit from the main entrance. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises. Security lighting and CCTV is in operation at the service.



## **Leadership & Management**

**Good**

People are supported by staff with the necessary expertise, skills and qualifications to meet their needs. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. Staff we spoke to say the training they receive is good and gives them the skills and knowledge to carry out their jobs well. There is also a strong commitment to fostering development of leadership skills for staff at all levels, which was confirmed by feedback from staff who told us of promotions to senior level during their time working at the service, and a student on placement who has been successful is securing work at the service.

Staff say they feel very well supported and valued by the management team. They receive regular one to one supervision, attend regular team meetings, and daily flash meetings. Records also confirm staff are receiving the recommended levels of formal support. Equality, diversity and inclusion values are embedded in recruitment processes, with sponsored staff also feeling well supported and settled in the Team. A minimal use of agency staff and a stable staff cohort ensures team morale remains positive. This all helps support staff retention and continuity of care and support for people. Care staff are registered with Social Care Wales (SCW) and nursing staff are registered with the Nursing and Midwifery Council (NMC), as appropriate. This is done to ensure they have the skills and qualifications needed for working in the care sector.

Robust recruitment processes are in place with care staff who undergo the required checks to ensure they are suitably fit to work at the service. Staff recruitment files sampled contain all the regulatory required information. This includes references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. We saw care staff complete a structured induction when they commence employment including training and shadowing other staff.

The provider's oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team know people and their families well, are conscientious, organised, and work well together. The service engages commissioners, other professionals, staff, and people in quality assurance processes such as through regular team and resident meetings, satisfaction surveys, and the website [carehome.co.uk](http://carehome.co.uk), valuing their feedback to drive continuous improvement. Numerous comprehensive audits and quality assessments are routinely conducted by the management team and the wider provider, with an electronic system quickly identifying any patterns and trends so measures can be put in place to address any issues. The RI and the wider provider are routinely visible at the service and have good oversight of service delivery. We saw records which confirmed the RI visits the service regularly and speaks to people and staff. Quality of care reviews are completed every six months to assess the service's performance and identify areas where improvements can be made, with an ongoing Action Plan continuously reviewed. The service also ensures timely and appropriate notifications are sent to relevant authorities in the event of significant incidents. Service policies and procedures provide

guidance to staff and ensure practice remains safe and effective. A sample we saw are aligned with statutory and best practice guidance, kept under review and updated when necessary. People and their families told us they feel confident raising concerns, knowing their input is welcomed. Numerous thank you cards and letters are visible at 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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