Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Woffington House

Forestgate Healthcare Ltd, Rear Earl Street, Tredegar, NP22 3QW

01495717667

www.oakwoodcaregroup.co.uk

The inspection visit took place on 22/09/2026

Service Information:

Operated by:	Forest Gate Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia
Registered places:	36
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:

Woffington Care Home is a service in Tredegar providing care for adults without nursing needs. Since our last inspection, the service has appointed a new service provider, responsible individual (RI) and manager. Although these changes are recent, we found significant improvements across the service. Two areas for improvement (AFI) identified at the previous inspection have been addressed and are no longer required. Both related to oversight by the RI, which has strengthened considerably. The AFI relating to medication management remains in place. Whilst medication systems have improved, further action is required to ensure medicines are managed consistently and safely.

Many people experience positive outcomes because their well-being is promoted and they receive good quality care and support. People are encouraged to make choices, maintain relationships and take part in meaningful activities. The environment is comfortable, personalised and supports people's needs. Leaders have strengthened governance and oversight arrangements, which support the continued development of the service. Planned environmental improvements and ongoing work to enhance care planning demonstrate a commitment to continuous improvement. We have rated all four inspection themes as ‘Good’.

Findings:

Well-being — Good

Many people live healthily and safely with control over their daily lives. Leaders have introduced regular house meetings which provide opportunities for people to share their views about the service, including menus, activities and daily routines. The service is redeveloping personal plans to strengthen person-centred practice and better reflect people's wishes, preferences and personal outcomes. People and their representatives can also provide feedback through conversations with staff, management and a suggestion box. This helps leaders identify opportunities to improve outcomes for people.

People are supported to maintain their independence and remain connected to their surroundings. We saw dementia-friendly resources throughout the service, including dementia clocks, orientation boards, sensory equipment and seasonal displays. These help people understand the time, place and events around them. People make choices throughout the day, including meal options and access to snacks. Communication needs are met through a range of approaches, including visual communication aids. The service is also making positive progress in promoting the Active Offer. Welsh language signage is displayed throughout the home and speaking Welsh is encouraged.

Many people experience positive physical, emotional and social well-being because they take part in meaningful activities. Leaders have strengthened activity provision through the appointment of an activities coordinator. People participate in regular activities including arts and crafts, sports activities and pamper sessions. Visiting groups and entertainers also support engagement, including pet therapy sessions and choir visits. People told us there is always something to do and spoke positively about the activities available. These opportunities help people maintain interests, regular stimulation, and social connections.

People are supported to maintain important relationships. Visitors can attend the service without unnecessary restrictions and people are encouraged to sustain relationships with family and friends. Leaders are also developing stronger links with the local community to further enhance opportunities for people. Feedback from relatives was mixed but mostly positive. Whilst a minority raised concerns about staffing levels, many told us their relatives receive good care and described care staff as dedicated, kind and hardworking. Relatives also described positive changes since the new leadership team took over the service. The RI assured us all feedback received would be reviewed and used to support further improvement of the service.

Care & Support — Good

Most people receive good quality care and support that helps them achieve their personal outcomes. Improvements to personal planning have strengthened people's involvement in how their care is delivered. Personal plans increasingly reflect people's life histories, preferences, strengths and outcomes, together with guidance for care staff on how best to support them. Plans include information about specialist needs and identified risks. Further work remains ongoing and should strengthen person-centred practice further. Leaders work with health and social care professionals to support people's health and well-being and are actively improving arrangements for escalating concerns when required.

Many people are treated with dignity and respect by care staff who know them well. During the inspection we observed warm, positive and respectful interactions throughout the service. Care staff provided reassurance, conversation, drinks, snacks and activities in a responsive and person-centred way. Staff used humour and tactile support appropriately to support people's emotional well-being. People spoke positively about care staff and described them as friendly, caring and hardworking.

People are mostly protected from harm through effective safeguarding arrangements. Leaders have strengthened safeguarding practices and demonstrated a commitment to developing a positive safeguarding culture. Safeguarding concerns are referred appropriately to the Local Authority, and leaders analyse incidents to identify patterns, trends and learning opportunities. Care staff receive safeguarding training and understand their responsibilities. Improved infection prevention and control arrangements, including enhanced cleaning practices and planned environmental improvements, help reduce the risk of infection for people.

Medication management has improved since our last inspection, but outcomes in this area still require improvement. Leaders had organised the medication room, returned excess stock and strengthened medicines processes. Care staff receive medication training and competency assessments. However, we identified inconsistencies in medicines administration. Medication administration records contained gaps where staff had not signed to confirm medicines had been administered. In some instances, records indicated medicines may have been missed. Records relating to the effectiveness of 'as required' medicines were not consistently completed. These issues had not been identified through existing quality assurance arrangements. We were pleased to see leaders have introduced a more robust medication audit process, which should strengthen oversight once fully embedded. This AFI remains from the previous inspection because sufficient progress has not yet been made. Outcomes for people require improvement because medicines are not always managed consistently and safely, and we expect the provider to make further improvements.

Environment

Good

People live in an environment that meets their needs and supports their well-being. The layout of the service promotes privacy, dignity and independence. People have access to communal and private spaces where they can socialise, spend time alone or meet visitors. Dedicated activity areas contain a range of equipment supporting different interests and preferences. Smaller rooms provide opportunities for private visits with family and friends when people wish.

People benefit from a warm, comfortable and welcoming environment. Suitable equipment and facilities support a variety of care and support needs and contribute positively to people's physical and emotional well-being. Bedrooms are personalised with photographs, decorations and personal belongings that help create a homely atmosphere. Communal areas also contain personalised displays and artwork. A sheltered outdoor seating area provides a pleasant space for people to spend time outdoors.

Whilst some areas would benefit from refurbishment and modernisation, leaders have clear plans to address this. We reviewed a detailed environmental improvement programme which identifies areas requiring renovation over the next twelve months. These planned improvements should further enhance people's comfort, dignity and overall experience of living at the service.

The provider has effective systems to maintain health and safety compliance. A dedicated health and safety technician completes routine checks and testing, whilst external specialists support compliance with regulatory inspections and servicing requirements. These arrangements help ensure the premises remain safe and comply with relevant legislation and guidance.

Security measures help protect people whilst maintaining their rights, privacy and dignity. Visitors sign in and provide identification when required. Some areas of the service remain secure to support people's safety.

Leadership & Management — Good

People benefit from improved leadership, governance and oversight arrangements. Since the previous inspection, changes to the leadership structure have strengthened quality assurance and accountability. The new RI demonstrates a clear understanding of their regulatory responsibilities and undertakes visits to the service in line with regulatory requirements. RI reports include observations, discussions with people and staff, review of records and analysis of service information. Leaders use this information to identify improvements and support positive outcomes for people. This represents a significant improvement since the previous inspection. Although some systems remain relatively new, early evidence indicates they are having a positive impact on service quality.

The manager has established a positive culture focused on continuous improvement. New quality assurance processes are helping leaders monitor service delivery more effectively and identify areas requiring action. People, relatives and staff spoke positively about both the manager and service provider. Leaders acknowledged previous shortcomings regarding communication with the regulator and provided assurance that future notifications would be submitted promptly where required. We also found evidence of a more open and transparent culture, which encourages learning when things go wrong.

Leaders have strengthened opportunities for people, relatives and staff to contribute to the ongoing development of the service. Regular engagement takes place through meetings, surveys, day-to-day discussions and feedback mechanisms. Leaders consider feedback and use it to inform service improvements. This developing culture of openness and collaboration supports continuous improvement and helps ensure decisions remain focused on achieving positive outcomes for people. The service provider has also shown a commitment to learning from incidents, complaints and feedback to improve practice and maintain the quality of care provided.

People are mostly supported by care staff with the skills, knowledge and qualifications required to meet their needs. Recruitment processes are generally robust and leaders provided assurance that these arrangements will continue to be strengthened. Care staff receive regular supervision, and leaders are introducing a consistent appraisal programme. Most mandatory training is up to date. However, some staff require additional service-specific training to strengthen their understanding of specialist needs of people living within the service. Leaders have introduced a new training platform and have committed to improving overall training compliance. These actions should help ensure staff continue developing the skills needed to support people effectively. This is something we will review at our next inspection.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The absence of robust arrangements for the safe administration of medicines places people at risk of avoidable harm.	17/08/23

CIW has not issued any Priority action notices following this inspection.

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