



## Foxhunters Care Community



Foxhunters Care Community, Iberis Road Llanfoist, Abergavenny, NP7 9LQ



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[dormycare.co.uk](http://dormycare.co.uk)

Date(s) of inspection visit(s):

05/06/2025

### Service Information:

Operated by:	Dormy Care Communities 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:	70
Main language(s):	Welsh and 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

**Excellent**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

Foxhunters Care Community is a purpose built home situated in Llanfoist on the outskirts of Abergavenny. According to its Statement of Purpose (SoP), the home provides nursing and residential care for older adults. People and relatives consistently praise the service. We found people experience excellent well-being outcomes because of the care and support they receive, the relationships they have, the activities they pursue and the environment they live in. People and representatives are regularly involved in reviews and there are various ways for people to have their voices heard. The service provider values people's choice and decision making and strives to tailor the service to meet their needs.

The manager and the responsible individual (RI) have robust and effective systems in place to ensure they maintain excellent oversight. These include seeking feedback from people, consistently reviewing and analysing all available information to identify areas the service does well and what they can improve to enhance people's well-being. The environment is welcoming and maintained to a very high standard. The service includes a range of facilities and a well-presented garden.

## Findings:



### Well-being

**Excellent**

People live healthily and safely with control over their lives. The service provider gives out information to people who are considering the home. It gives people an overview of its ethos and of the services offered. If there are interested in moving in, the provider assesses people's care and support needs and expectations to determine whether it can meet these. When people move in they are given additional information including how to raise any concerns they may encounter. We found people living at the service have choices about the care and support they receive. People spoke to us about what matters to them, how spend their time, and how they feel about the support provided. Nearly all people praise the environment; the activities they take part in and the support from staff. Our observations, discussions with staff, and review of records show that care is tailored to each individual and reflects their personal preferences and needs. People are also encouraged to express their view collectively.

People are supported to stay physically and emotionally as healthy as possible. This includes on a day-to-day basis access to a nutritious and balanced diet and support with medication. When necessary, nurses complete referrals for appropriate care and treatment and recommendations by other professionals are carried out as directed. People experience excellent mealtimes during which they can select what they like from the menu and from food on display. We also observed people socialising during that time. We saw facilities in place and support when needed enables people to remain as fit and mobile as possible. One person spoke to us about their use of the in-house exercise room and another about walks in the garden.

In addition, we found people take part in meaningful activities within the home, in the community and they are supported to have relationships with others. We noted these include taking on active and valued roles and taking part in projects. We saw for example one person oversees the residents' group, one person teaches Welsh to fellow residents, and one writes and shares poetry. In these instances, the roles reflect people's occupations and/or interests prior to moving into the home. We also saw people with an interest in cooking were asked to share a favourite recipe of theirs, these were compiled in a book. Keeping meaningfully occupied and engaged with others promotes people's mental and emotional well-being.



## Care & Support

**Excellent**

People receive excellent quality of care and support to enable them to achieve their personal outcomes. People's plans are detailed and person centred. These include what matters to each person and what they want and need from the service. They also contain clear guidance for nurses and care workers on how to support them so that they get what they need and want from the service. Plans include all information gathered from people themselves, their representatives and external professionals who have been or are involved. These are reviewed on a monthly basis. In addition, staff keep daily records where all the care and support delivered is noted. Senior staff review these daily to ensure any issues are promptly identified and relevant action is taken. We saw staff throughout the home know individuals well and have a strong understanding of their likes, dislikes, routines and needs. We observed many natural, friendly interactions and genuine connections. At lunchtime, we noted, staff being able to anticipate what people need because they know them well. When necessary, they provide direct support people so that they eat and drink well.

People are safe and protected from abuse and neglect. They are supported by skilled and competent staff who help them achieve their personal outcomes using the least restrictive approaches. Assessments are carried out to establish whether there are risks associated with what people want and need to do. When risks are identified, steps are taken to minimise them. These aim to find a balance between safety and people maintaining as much independence as possible. In addition, people and their representatives are informed about how to raise concerns and staff are trained in safeguarding and follow clear policies and procedures. The manager works with relevant agencies to ensure that any restrictions on a person's liberty are in their best interests. We saw when issues arise, the service reports these and works collaboratively with the relevant agencies to address these.

Medication is overseen by the nursing team and is very well managed. External health professionals are regularly involved; this ensures people receive the medication they need at the right time. Reviews ensure people don't take medication for longer than necessary and for the right length of time. We noted whilst some people receive full support with their medication, others retain their independence and self-administer.



## Environment

**Excellent**

People live in a purpose-built home, which is beautifully presented, and which has a range of facilities and equipment that support their well-being and lifestyle choices. The home is welcoming, we observed its design promotes people's independence, privacy dignity, and offers them flexibility. Within the home, people have access to their bedrooms which are fully furnished and have an en-suite wet room. We saw people can personalise these to include items which are important to them. People also access the communal facilities of the home. These include dining rooms, a coffee shop, a library, an activity room, a hairdresser salon, a cinema and bar, and a gym. We observed people using these facilities throughout our inspection visit. We noted the coffee shop is well used and gives a sense of being a hub in the home where people can meet with visitors, with each other or watch comings and goings of others. We also saw and spoke to people who chose quieter parts of the home. One person sat in what they described as their favourite place in the home because of the view overlooking the mountain. Another person told us they choose to come into the library because it is quieter. The outside space is attractively designed and offers people additional space to spend time in. Overall, the facilities allow individuals to have a sense of autonomy and independence whilst in a secured environment. The people we spoke to liken the home and its facilities to a hotel.

Robust measures are in place to identify and manage health and safety risks, and to ensure people can access all areas of the home safely. The measures include visitor sign-in procedures, key coded doors, regular safety checks and servicing of the equipment. When necessary, sensors are used in bedroom, these alert staff in the case of an incident. The security measures in place protect residents without compromising their rights, privacy, or dignity. Infection risks are minimised because of high cleaning and hygiene practices. The home holds a rating of five (Very Good) awarded by the Food Standards Agency for its food hygiene practices



## Leadership & Management

**Excellent**

People are supported to achieve their outcomes because the service provider has very strong governance, oversight, and organisational systems in place to ensure smooth operations and high-quality care. A manager and a deputy manager oversee the day-to-day running of the service, they have an open-door policy and people feel they can raise issues if they have any. A range of effective tools and audits are proactively used to identify areas for risk and/or improvement. Continuous analysis of information is conducted to identify patterns and trends and improve people's well-being and overall experience. The RI maintains regular oversight, they have robust quality monitoring systems in place, including regular audits and feedback collection from people using the service, their relatives, and staff. These are carried out at the required frequency, and the necessary reports are completed. We noted many people, and staff mentioned the RI's vision for the service and their drive to implement it. The service provider liaises with and/or notifies the relevant authorities in the event of significant issues or incidents. This helps ensure that appropriate actions are taken promptly to safeguard individuals and maintain the quality of care.

People are supported by staff who have the necessary expertise, skills, and qualifications to meet their care and support needs. The service provider has a robust procedure for hiring staff. It includes checking people's employment histories, a Disclosure and Barring Service check and obtaining references. New recruits undertake a structured induction and complete the necessary mandatory training. This is followed by regular training which ensure staff's ongoing professional development. All staff undergo routine and regular checks. These ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The majority of staff told us they feel supported, they say there is always somebody they can approach, and they have regular training. They speak of the qualifications they have achieved and/or are working towards. Staff also spoke about helping each other, a family atmosphere, feeling proud of working at the service and providing the best care 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.**



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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