



## Danygraig Nursing Home



Danygraig Nursing Home, Quantock Drive, Newport, NP19 9DF



01633282316



[www.danygraignursinghome.co.uk](http://www.danygraignursinghome.co.uk)

### Date(s) of inspection visit(s):

The inspection visits for this service took place between 06/01/2026 and

## Service Information:

Operated by:	Dreams Care Homes (Danygraig) Limited
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:	49
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

## Ratings:



Well-being

Good



Care & Support

Good



Environment

Requires Improvement



Leadership & Management

Good

## Summary:

Danygraig is a nursing home for adults that can accommodate up to 47 people.

People experience a strong sense of well-being because care staff build warm, respectful relationships. People tell us they feel listened to, valued, and able to influence their care. Many people engage in meaningful activities, and families appreciate being welcomed to events that help them stay connected.

Care and support are consistently good. People contribute to shaping their personal plans, and their routines, preferences, and cultural needs are well understood. A stable and committed care staff team provides kind and attentive support, which helps people feel reassured. Nutrition is consistently promoted, communication with relatives is strong and medication practices are safe and well monitored.

The environment supports people's comfort, but improvements are needed to ensure it fully promotes people's well-being outcomes. Bedrooms are homely and communal areas welcoming, but wear and tear, inconsistent hygiene and gaps in environmental checks can affect people's experience.

Leadership is strong and promotes a positive, inclusive culture. Care staff feel valued, supported and confident in raising issues. The Responsible Individual (RI) is visible and engages well with people and care staff. Governance and auditing arrangements are developing, but environmental oversight and staffing analysis require further strengthening.

## Findings:



### Well-being

Good

People experience a strong sense of well-being because care staff actively support them to live safely, stay healthy and remain in control of their daily lives. Many people tell us they feel listened to and respected. One person said, *“I feel safe and comfortable; the care staff always help me and do everything they can.”* Care staff build warm, trusting relationships and know people’s needs well. This helps people feel recognised and ensures consistent, good-quality care. A relative told us, *“The care staff and management team go above and beyond.”*

People confidently express their views in everyday conversations and during residents’ meetings and surveys. They tell us they know how to raise concerns and trust care staff to respond. Relatives describe the management team as approachable and willing to listen and act. The manager plans to introduce more formal, person-centred review meetings so people have an even stronger voice in decisions that affect their lives. Advocacy services are available when needed to help people make informed decisions in their best interests.

People have meaningful opportunities to take part in a wide range of activities. A dedicated activities coordinator is available five days a week, and care staff lead activities at weekends. The timetable includes music, sensory sessions, religious events, exercise and community activities. One person described the activities as *“enjoyable”* and said they *“look forward to the day.”* Families value being invited to events and appreciate spending quality time with loved ones. People who choose quiet time or prefer spending time in their rooms are supported sensitively. However, some people would benefit from additional one-to-one time to minimise the risk of isolation. Most people maintain close relationships with family and friends, supported by care staff who help facilitate visits and video calls. Strong community links, including with local schools and faith groups, help people feel valued and included. People describe the home as *“friendly,”* and several say they have made friends. These opportunities support emotional well-being, stability and belonging.

People remain as healthy as possible because care staff provide timely and proactive support. The service has strong links with the General Practitioner, who visits regularly. People and relatives share examples of how care staff support has improved people’s health, and they express gratitude for this. Medication is managed safely, and people receive what they need at the right time. Experienced nurses provide effective clinical oversight and respond quickly to changes in people’s health. Clinical risks are assessed thoroughly, with clear plans in place to ensure people receive safe and appropriate support to maintain and improve their comfort and well-being. Relatives say they feel well informed and included in their loved one’s care. These examples demonstrate strong,

and at times excellent, health-focused practice.

The environment generally promotes people's comfort and well-being. People and relatives describe the home as warm, friendly and welcoming. Bedrooms reflect people's preferences with familiar belongings, and communal areas feel comfortable. People repeatedly tell us they feel "*at home*" in their rooms. Routine servicing and checks help keep facilities and equipment safe and reliable. However, some areas require improvement, including worn flooring, refurbishment needs and some furnishings. We also identified hygiene issues and unsecured rooms that pose risks for people with cognitive or physical impairments. These issues impact people's experience and require action. The provider has committed to investing in the service and has an improvement plan in place.

The service does not currently provide the Active Offer of the Welsh language. While no people or care staff speak Welsh fluently, care staff use Welsh greetings and phrases to help people feel acknowledged and included. Written information and signage are not yet bilingual. The workforce is diverse, and we saw events celebrating different backgrounds, identities and cultures, including Welsh culture. These celebrations support a sense of belonging and reflect the community the service supports.



## Care & Support

Good

People experience strong, person-centred care and support. The high level of staff retention promotes continuity and consistency, enabling care staff to know people well and recognise their routines, preferences and any subtle changes in their well-being at an early stage. People told us they value this familiarity, which helps them feel confident, reassured and safe in the care they receive. Care staff provide support with warmth, dignity and respect. People described them as “*marvellous*,” “*wonderful*,” and “*exceptional*,” and one person said, “*I cannot fault the care – always compassionate, respectful and dignified*.” This relationship-based approach builds trust and contributes to people’s emotional security and sense of belonging. These examples reflect areas of excellent practice within an overall good standard of care.

People can be confident their needs are thoroughly assessed before admission to ensure the service can safely and appropriately meet their care and support needs. People’s views are central to this process, and they are fully consulted so that personal plans reflect their preferences, routines and cultural backgrounds. People tell us they feel “*well cared for*” and “*comfortable*,” and relatives describe communication with the service as “*excellent*” and “*responsive*.” Personal plans are reviewed regularly so changes in people’s needs are recorded and acted upon. However, the review process does not always capture the person’s own views as consistently as expected, and people would benefit from more supported opportunities to contribute meaningfully to their reviews.

People receive support to maintain good physical and emotional health. Records and observations confirm that care staff provide consistent personal care, repositioning, continence support and oral care. Some people choose to spend time in their rooms, and this choice is respected. However, for people who lack capacity to make this decision, care staff remain mindful of offering opportunities to spend time out of bed and in communal areas to reduce the risk of isolation. We observed calm, reassuring and supportive interactions, with care staff using singing and humour to promote comfort. People tell us meals are “*hot*,” “*lovely*,” and “*tasty*,” and modified diets are catered for. Lunchtime observations show positive engagement, with care staff supporting people well and creating a social atmosphere that promotes good nutritional intake. The service has been awarded a Food Safety Rating of “*Very Good*.”

Medication practices are safe and well monitored. People receive the right medication at the right time. Nurses are trained to administer medicines and have their competency assessed. Accurate medication charts, secure storage and monthly audits provide strong oversight. The manager is developing personalised plans for people who need ‘when required’ medication so care staff can better identify triggers and evaluate effectiveness. When issues arise, managers take prompt action. The service has strong links with the general practitioner, and referrals to other

professionals are made quickly when specialist advice is needed. Clinical governance is effective, with clear oversight and robust risk-management arrangements.

People feel safe and well supported. Safeguarding concerns are minimal and, when they arise, they are identified promptly, taken seriously and addressed in line with the provider's procedures. Formal complaints are minimal and responded to appropriately, with learning used to strengthen practice. Care staff understand what they must report and are confident concerns will be acted upon. Relatives tell us they feel assured by the care provided and say their loved ones are "*thriving*" since moving to the service.



## Environment

## Requires Improvement

Danygraig is a Grade II listed building set in elevated grounds overlooking the Bristol Channel. People benefit from extensive outdoor space where they can sit, socialise and enjoy the views, and they told us they appreciate having pleasant areas to spend time outside. The gardens are generally well maintained, although during the winter months some additional weeding and removal of old plants would help keep the area attractive. Inside, the accommodation offers a range of communal and quieter spaces that support people's well-being outcomes. A spacious lounge and dining area provide opportunities to socialise, while quieter rooms offer privacy. There is also a hairdressing salon and a smaller lounge that people often use with visitors. Bedrooms are personalised with familiar belongings, and people describe them as "comfortable," "warm," and "homely." Care staff ensure drinks are within reach, and we saw people relaxed and at ease. Although bedrooms do not have ensuite facilities, communal bathrooms with baths and showers are available to meet people's preferences. People have access to the equipment they need to support their mobility and comfort, which helps them achieve their well-being outcomes safely. Recent improvements include a new lift, replacement fire doors, updated flooring and improved outdoor storage etc.

Oversight of infection control requires improvement to minimise the risk of infection spreading. PPE is available throughout the service, and care staff dispose of clinical waste correctly. Housekeeping arrangements and cleaning schedules are in place, and we did not identify unpleasant odours. People and relatives told us they are satisfied with the overall cleanliness of the home. However, we identified poor hygiene standards in some bathrooms and communal areas, including dirty equipment and furniture. These issues present an infection-control risk and indicate inconsistent oversight. All care staff are trained in infection control, so these issues should have been recognised and addressed promptly. The provider assured us these concerns will be resolved immediately.

The environment requires improvement to ensure it consistently supports people's safety and well-being. A dedicated maintenance person carries out routine checks and responds promptly to repairs, and equipment servicing is up to date. Fire safety and legionella assessments are in place, and actions have been completed. However, the call-bell system is outdated, quiet and poorly located, which can delay response times and impact people's safety. We also found rooms containing hazardous substances and confidential information left unsecured, posing avoidable risks to people, particularly those living with cognitive impairments. Although an environmental improvement plan is in place and the provider is committed to financial investment, the environment does not consistently meet people's needs and requires improvement. We found mouldy shower seals, stained ceilings caused by water damage, peeling paintwork, marked walls and furniture that

was unsuitable or unsafe. Environmental audits and planning have not been fully effective, and several issues identified during this inspection had not been detected previously, representing a missed opportunity to identify and act on risks earlier. The service provider assured us that priority action will be taken to address these concerns.



## Leadership & Management

Good

Leadership promotes a positive and compassionate culture within the service. Care staff consistently describe managers as “approachable,” “supportive,” and “responsive,” and one care staff member told us, “*We can always approach our manager; she listens and supports us.*” People and relatives also express confidence in the leadership, and we saw inclusive and trusting relationships with relatives that contribute to people feeling assured about the support they receive.

The RI is visible and actively involved in the service. They visit regularly, speak with people and care staff, and attend events in the home. Relatives describe the RI as inclusive and responsive, which helps maintain trust and confidence. The RI seeks people’s views through conversations and formal consultation, including surveys with people, relatives, care staff and professionals. Feedback consistently reflects good to excellent levels of satisfaction, and the RI uses this information to make improvements. Regular audits monitor safeguarding, complaints, accidents, incidents and other key areas. To strengthen governance further, audits need to identify patterns and trends more clearly to support reflective learning and ongoing improvement. The manager told us they feel well supported by the RI.

People’s care and support needs are regularly assessed, helping to determine whether staffing levels remain sufficient and responsive to need. However, there is no dependency tool in place to measure the overall complexity of people’s needs across the home. This limits the provider’s ability to match staffing to changing needs. The call-bell system is outdated, quiet and poorly located, which can reduce care staff’s ability to respond promptly. People told us they experience occasional delays during busier periods, and care staff confirmed this. Staff survey responses also reflect this. There is no electronic monitoring of call-bell response times, and staffing adjustments rely mainly on care staff feedback rather than structured assessment. The service provider assured us this will be addressed.

People are supported by care staff who are safely recruited, well vetted and well supported in their roles. Recruitment procedures are robust, and all required checks are completed before care staff begin work. A comprehensive induction is in place, and care staff value the opportunity to shadow experienced colleagues and become familiar with people’s needs and routines. Care staff tell us they feel well informed, well trained and confident in their roles. Training records show that nurses and care staff receive core and condition-specific training. There are dedicated champions for oral care, nail care, catheter care and stoma care, who monitor and support practice, although the role would benefit from clearer structure.

Care staff receive regular supervision and annual appraisals, providing protected time for reflection and continuous learning. Records show these sessions are meaningful and valued. Care staff morale is strong. Care staff told us they feel valued, included and part of a supportive team. The provider recognises care staff through appreciation events, financial recognition and regular feedback. This contributes to high staffing stability, and no agency care staff have been used in recent months, helping ensure consistent 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.

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
Infection control oversight is not consistently effective and requires improvement to minimise the risk of infection spreading and to ensure people are protected.	06/01/26
The provider must ensure the service is properly maintained, replacing furniture and fittings promptly when they become worn or unsafe. This will help protect people from avoidable harm and ensure they can live in a safe and comfortable environment.	06/01/26

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

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