



Pool Cottage



Poolhead, Wilcrick Lane, Caldicot, NP26 3DA



01633412653



https://www.consensussupport.com/find-a-home-search-results/?postcode=&home=pool®ion=&accommodation_category=

The inspection visit took place on 15/04/2026

Service Information:

Operated by:	Consensus Support Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	8
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

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Excellent

Summary:

Pool Cottage is a small residential care home in Caldicot. It is a converted cottage in a rural area and provides personalised support based on people's needs, choices and goals. At this inspection we rated Well-being as Excellent, because people are supported to have choice and control and to enjoy meaningful activities and relationships.

We rated Care & Support as Good, because staff are kind and responsive, support is based on people's plans, and people are helped to access health services and manage medicines safely.

We rated the Environment as Good, because it is safe, comfortable and supports people's independence, with space that can be adapted to meet individual needs.

We rated Leadership & Management as Excellent, because leaders are visible and values-led, staff are well supported, and there are good systems to check quality and make improvements.

Findings:



Well-being

Excellent

People have excellent wellbeing because they are supported to live healthily with as much control over their daily lives as they are able. We saw people were offered extra help in daily decision making when needed and this was done with attentiveness and empathy. People are treated with dignity and respect and are actively supported to identify and achieve personal goals. Where people are not able to do this themselves, we saw the service gathers information from those who know them well, professionals and past information to be able to identify meaningful goals on their behalf. A relative told us how their loved one has been supported to live well and has significantly improved their physical, mental and emotional wellbeing because of the exemplary support they receive at the service.

People have enriching experiences delivered in new creative ways. A sensory area has been developed, and there has been two annual inclusive sports days where people's strengths and abilities are catered for and celebrated. We were told this year's annual event will be a music festival hosted by the provider which will be adapted to the preferences and needs of people using Pool Cottage and some other similar services they run. People told us and we were shown photos of a recent canal boat trip which all people living at Pool Cottage recently attended, and we were also told about a holiday some people were supported to go on. These opportunities ensure each person can enjoy a fulfilling life.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. There are effective mechanisms in place to ensure every voice is heard and respected and the service uses the Expert by Experience approach. This enables people to use their lived experience to influence and improve the providers services, offering insight from their viewpoint.

Support staff assist and enable people to have safe and healthy relationships with the people who are important to them, and to develop their peer group if this is something they want. We saw and were told of the exceptional efforts staff and the leadership and management go to, to enable people to sustain relationships with people they are close to. We saw the positive impact this had for people and their loved ones. The service is creative in its use of technology and has developed a secure social media platform enabling people to share their achievements and experiences with others easily, where this may not have been possible otherwise



Care & Support

Good

People experience good care and support and are always treated with kindness, empathy and compassion. We saw support staff speaking with people in a respectful and familiar way, adapting their approach to the needs and preferences of people. People responded positively to these meaningful interactions and staff enjoy the time they spend with people. We also saw that people's needs are met without delay and when required staff can identify and anticipate people's needs on their behalf.

We saw the provider places exceptionally high value on their initial conversations with people to build strong relationships and to establish if they are the right service to support them. We saw how people already living at the service were supported to understand when a person is moving in and to manage their feelings and expectations around this.

We saw all people had their own personal support plans which are strengths based and outline how staff should support them to meet their needs and achieve their well-being outcomes. People's plans consistently include their preferences, routines, and beliefs and we saw care staff supporting people in a way which reflected the information in the plans. Skilled and competent staff help to achieve their personal outcomes through the least restrictive ways possible which ensures people's safety, rights and liberty are protected in line with legislation.

The service provider has strong, established links with local health and social care services which means people are supported to access the services they need, when they need it. This includes accessing an annual health check. People are supported to take their medication in a safe and person-centred way considering choice, individuality and independence. People who may lack the capacity to make decisions about their medication are well supported to ensure their best interests are thoroughly considered.

People's risk of infection is minimised by the service provider promoting good hygiene practices, ensuring sufficient supplies of personal protective equipment are available to meet people's needs.



Environment

Good

People live in a good environment that supports their wellbeing. This is because their needs and preferences are considered in the layout, decoration, and maintenance of the service. The environment supports people to be as independent as possible, and risk assessments are in place when needed. We saw that part of the conservatory has been turned into a sensory and relaxation area that everyone can use and people use the kitchen as they wish, and with support if needed. The kitchen has recently been updated and modernised and has a Food Standards Agency rating of five, which means food hygiene standards are very good.

People have their own bedrooms. They can decorate them in a way that shows their personality and what matters to them. Some people choose to show us their bedroom, and we saw how it reflected their individuality and personality. We also saw people choosing where to spend their time and who to spend it with, including time with visitors and their loved ones. The service has a large outdoor space and is in a rural area. The conservatory brings in lots of natural light and has views of the garden, which supports people's wellbeing.

The service has two accessible vehicles. Staff use these to support people to attend appointments and take part in activities. We saw that the service prioritises time outdoors in the wider community, and we were shown photos of people enjoying nature in creative ways. Some people have also been supported to go on holidays using the vehicles. Having two vehicles means everyone has the chance to join trips if they want to.

The service puts people's safety first. We saw health and safety risk management processes that help to keep people safe. This included regular checks of the fire safety and emergency systems and conducting regular fire drills. We saw records which told us people are supported to take part in these and to increase their knowledge and independence if they were in an emergency. There are good systems in place to look after the building and to make changes when needed to meet people's needs and preferences. We saw some wear and tear to some walls and doorways, but this had already been identified and passed to the maintenance team to be dealt with.



Leadership and management at the service are excellent. Leaders are visible, values-led and consistently prioritise people's rights, voice and wellbeing. Governance arrangements are clear, with effective oversight from the responsible individual and management team to ensure the service is well run, safe and compliant, and that improvements are sustained. Leaders promote a strong, positive culture where people are treated with dignity and respect and where staff are consistently kind, attentive and responsive.

The provider's values are understood across the staff team and are reflected in day-to-day practice, including how staff support and care for people and how decisions are made. People are supported to be involved in the life of the service and to influence practice by the provider through meaningful participation, including the expert by experience approach and, where appropriate, involvement in recruitment.

There is a strong focus on developing and valuing the workforce, which supports continuity and positive relationships for people. This commitment to, and value of, the staff team has resulted in a stable staff team being maintained. Staff receive regular supervision and annual appraisal that are used effectively to reflect on practice, review performance and agree development goals, and staff achievements and commitment are recognised.

Recruitment and vetting processes help to ensure staff are suitable, and staffing levels are planned to meet people's assessed needs and to support meaningful activity as well as day-to-day support.

Leaders use a range of quality assurance systems to monitor performance and drive improvement, including seeking and responding to feedback from people, relatives and professionals. Feedback we received from relatives reflects they have total confidence in the service, and this is due to the excellent leadership. Oversight arrangements support learning from their own practice and that of others, with prompt action taken to reduce risk and improve outcomes.

Managers maintain effective oversight of mandatory and role-specific training, arrange specialist training where needed, and keep the impact on practice under review. This ensures staff have the skills and confidence to deliver safe, person-centred support that promotes people's wellbeing outcomes.

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.

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.