Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Millbrook Care Home Ltd

Millbrook Residential Home, Gelligroes Road Pontllanfraith, Blackwood, NP12 2JU

01495225861

The inspection visit took place on 17/09/2026

Service Information:

Operated by:	HILL VIEW CARE HOME LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people living with dementia, Care and support for people requiring short-breaks or respite care, Care and support for people with mental health needs
Registered places:	50
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Good

Summary:

Millbrook Care Home is a residential service located in Blackwood. The service provides care and support in a homely and welcoming environment where people are encouraged to maintain their independence, make choices about their daily lives and enjoy meaningful experiences.

We rated Well-being as Excellent because people experience positive outcomes. People are treated with dignity and respect and have extensive opportunities to take part in meaningful activities, maintain important relationships and achieve positive physical, emotional and social well-being outcomes. Care staff know people well and support them to live fulfilling lives in line with their preferences and aspirations. People enjoy a rich programme of activities and maintain strong connections with their families and community.

We rated Care and Support as Excellent because people receive highly personalised care from attentive and knowledgeable care staff who know them well.

We rated Environment as Excellent because people live in a clean, comfortable and well-

maintained home that promotes their well-being and independence.

We rated Leadership and Management as Good because the service provider has effective governance arrangements and supports a positive culture focused on achieving good outcomes for people.

Findings:

Well-being — Excellent

People experience excellent outcomes because care staff place their well-being, choices and individuality at the centre of the service. Dignity and respect are embedded throughout daily practice, and people are supported to maintain as much control as possible over their lives. Care staff know people's preferences, routines, life histories and interests well and use this knowledge to provide highly personalised support. As a result, people can make meaningful choices about their care, daily routines and how they spend their time.

A strong culture of inclusion, participation and independence is evident throughout the service. Care staff encourage people to remain active and involved in aspects of daily life that are important to them, helping them maintain confidence and a sense of purpose. During the inspection we observed warm, respectful and meaningful interactions between care staff and residents. People appeared relaxed and comfortable in their surroundings and confidently approached care staff for support, demonstrating the positive relationships that have been established.

Meaningful occupation is a particular strength of the service. A dedicated activities coordinator has developed a varied and imaginative programme which reflects individual interests, hobbies and preferences. Activities are regularly reviewed to ensure they remain engaging and beneficial, with records evidencing participation, outcomes and impact on well-being. Opportunities promote social interaction, enjoyment, physical activity and cognitive stimulation. Relatives spoke positively about the difference this makes to their family members' quality of life. One relative told us their family member is *"Really happy, enjoys being at the home and they do their best to support X."*

Maintaining relationships with family and friends is actively encouraged and supported. The service promotes a welcoming atmosphere where relatives are valued and included in the lives of those living at the service. Feedback from relatives was overwhelmingly positive. One relative told us they feel they are *"Part of the Millbrook family,"* whilst another commented that *"All staff know me and are friendly and approachable."* These comments demonstrate the inclusive culture created within the home and the importance placed on sustaining meaningful relationships.

Overall well-being outcomes are exceptionally positive. Access to healthcare support, meaningful experiences, social opportunities and personalised care enables people to enjoy fulfilled and enriched lives. The consistently positive feedback received from people and their relatives, together with our observations during the inspection, demonstrates people are supported to achieve excellent outcomes and enjoy a high quality of life.

Care & Support — Excellent

People receive care and support of an exceptionally high standard from compassionate and knowledgeable care staff. Care staff take time to get to know people and understand what matters most to them, ensuring care reflects their preferences, routines and desired outcomes. Information gathered prior to admission is used to develop comprehensive, person-centred care plans that guide the delivery of care and support. A leader within the service explained, *"We gather as much person-centred information as we can, finding out what is important to the person, establishing routines and how he or she would like their day to look."* This helps ensure care is tailored to each person's unique needs and wishes from the outset.

Consistency of care is a notable strength of the service. Positive relationships have been established between care staff and those living at the home, enabling care staff to recognise changes in needs and respond promptly. Relatives consistently describe care staff as attentive, caring and responsive. One relative told us their family member's *"Every need is looked after"* and another commented that care staff had *"Taken time to get to know my relative's needs and personality."* This demonstrates the importance placed on delivering personalised care that recognises each person as an individual.

Effective support is provided to help people maintain their health, comfort and well-being. Care staff work alongside healthcare professionals where required and ensure people receive support in a way that promotes dignity, choice and independence. Feedback from relatives indicates care staff are responsive to changing needs and preferences. For example, meals can be provided in peoples bedrooms should they prefer a quieter dining experience, ensuring personal choice continues to be respected. Relatives also spoke positively about the quality of food available, and the efforts made to accommodate individual preferences.

Safe care practices are embedded throughout the service and contribute to positive outcomes for those living at the home. Care staff demonstrate a clear understanding of people's needs and provide reassurance, encouragement and support in a manner that promotes confidence and security. Feedback received throughout the inspection was overwhelmingly positive. One relative stated, *"I am confident that X receives excellent support and care from the staff,"* whilst another described the *"Care provided as exceptional."* These comments, together with our observations, demonstrate people receive highly personalised care and support from a committed team of care staff who strive to achieve the best possible outcomes.

Environment — Excellent

People live in an environment that promotes comfort, independence and well-being. The home is clean, welcoming and well maintained throughout, providing pleasant surroundings where people can feel safe and relaxed. Feedback from relatives consistently reflects the high standards maintained within the service. One relative told us, *"Millbrook is clean and welcoming to visitors,"* whilst another described it as a *"Super clean home."* These comments reflect our observations during the inspection.

Considerable thought has been given to creating an environment that supports social interaction, meaningful occupation and quality of life. Comfortable communal areas provide opportunities for people to spend time together, participate in activities or receive visits from family and friends. The atmosphere throughout the service is warm and welcoming, with people observed accessing different areas of the service confidently and comfortably. A dedicated hair salon and bar area help create a vibrant environment which reflects aspects of community life, offering opportunities for social engagement, choice and enjoyment whilst contributing to a genuine sense of home.

Outdoor spaces make a valuable contribution to the overall experience of those living at the service. Attractive garden areas enable people to spend time outdoors, enjoy fresh air and engage with the natural environment. Features such as the fishpond and water feature create a calm and tranquil setting which promotes relaxation and emotional well-being. These areas provide opportunities for social interaction, quiet reflection and enjoyment throughout the year.

The environment further supports well-being through opportunities for engagement and meaningful experiences. Activity areas and communal spaces are used effectively to facilitate a varied programme of events and activities, helping people remain active, connected and involved in daily life within the service. The facilities available support people to maintain routines, pursue interests and spend time with those important to them in comfortable surroundings.

Positive feedback regarding the environment was received consistently throughout the inspection. The quality of the environment, together with the attention given to cleanliness, comfort and maintenance, supports people to achieve positive outcomes and enjoy a high quality of life. These strengths contribute significantly to the excellent outcomes experienced by people living at the service.

Leadership & Management — Good

People benefit from a well-led service where there is a clear commitment to providing high-quality care and support. Leaders are visible within the home and have established a positive culture that places the well-being of individuals at the centre of service delivery. A strong emphasis is placed on teamwork, communication and continuous development, helping to ensure people receive consistent support from a stable and committed care team.

Positive working relationships are evident throughout the service. Feedback from care staff demonstrates they feel valued, supported and able to contribute to the ongoing development of the service. Care staff spoke positively about the culture within the service and the support they receive from managers and colleagues. One member of care staff told us, *"All staff are approachable and respectful and work well as a team,"* whilst another described the service as a *"Good team environment"* with a *"Brilliant manager."* These comments support our findings that the service promotes collaboration and mutual respect.

Arrangements are in place to support care staff to develop their knowledge and skills. Care staff told us they are provided with opportunities for learning and development and feel well supported in their roles. One member of care staff commented, *"I have learnt a lot from the experienced Manager and Senior staff at Millbrook."* This helps to ensure people receive support from care staff who are confident and capable in meeting their needs.

A stable and dedicated workforce contributes positively to people's experiences of living at the service. During discussions, care staff described a strong sense of belonging and commitment to the service. One member of care staff told us, *"I have worked here for 28 years, and we are a family unit."* Such comments demonstrate the positive culture that has been established and the value placed on maintaining strong relationships within the care team.

Relatives also expressed confidence in the leadership of the service and the quality of care provided. Effective communication, approachable managers and a shared commitment to achieving positive outcomes contribute to the smooth running of the service. As a result, people benefit from a service that is well managed, continuously developing and focused on delivering positive outcomes through strong leadership and good governance.

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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