



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Rhosbrook Care Home



Barry



01446722453

The inspection visit took place on 23/10/2025

Service Information:

Operated by:	Valebrook Care Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
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

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Rhosbrook Care Home is a small service situated in Barry, with local amenities and attractions within easy reach. People are content, settled and receive a high standard of care and support from dedicated and compassionate care staff. Outcomes for people are exceptional because care staff know people extremely well, and the provider prioritises people's well-being. People access medical professionals and receive proactive support to keep healthy. The service is responsive when there are changes in a person's health. People live in a nurturing environment where all care staff and management present a united approach to delivering the best outcomes for people.

The organisational structure is stable, dependable, and consistently successful in delivering a high-quality service. Care staff benefit from regular training and supervision, and their well-being is prioritised. The responsible individual (RI) undertakes quality monitoring of the service, which is thorough and impactful. People experience excellent well-being and care and support outcomes. The environment is good and meets the needs of people receiving a service. Leadership and management are excellent, because they have the skills, knowledge, expertise and drive to ensure people experience the best possible care.

Findings:



Well-being

Excellent

All people are treated with dignity and respect. The service encourages people and representatives to participate in identifying their goals and aspirations. They are an active part of how the service meets their care and support needs. This means the support they receive ensures they maintain independence as much as possible during day-to-day tasks and decision making. We saw care staff interacting with people in ways which enables their participation, whilst acknowledging their individuality and communication needs. There is an outstanding and clear commitment from the provider and all care staff to ensure people are listened to. We saw excellent examples where the service strongly advocates on behalf of people to ensure they achieve the best possible primary health care outcomes. People's communication choices are met. At inspection, we identified no people required a service in Welsh. However, the service is mindful to support people to celebrate and identify with the culture.

The service offers people choice in their daily activities, which follows their personal plans, hobbies, interests and aspirations. People take part in social events they enjoy depending on personal choice. The provider arranges a 'Friends' social group which meet weekly. People at the service choose when they attend. We saw people engaging in meaningful activities during inspection, and they are busy during the day as much as they choose to be. Care staff are extremely encouraging when supporting people with hobbies, such as using the local leisure centre for sports or swimming, going to work or doing things at home. We heard lots of laughter and joy between people and care staff, with much excitement about a Halloween party the provider has organised. The service ensures people are treated with equality. They fully cater for those with emotional support needs enabling all to take part in the many social events they arrange. We saw heartwarming scrap books decorated in people's tastes with photographs of them enjoying trips out, seasonal celebrations, holidays, and special birthday celebrations. The service excels at ensuring people take part in fulfilling experiences and have rewarding lives.

People receive exceptional support to connect with others who are important to them. The service is sensitive to the needs of people who require additional support to maintain relationships. People are protected from harm and abuse. Appropriate legal safeguards are in place, and the service fully understands their role in ensuring people live in the least restrictive way but remain safe.



People receive exemplary care and support to achieve their personal outcomes, and they experience care and support which is dignified and respectful. People have meaningful interactions with care staff and benefit from receiving care from a consistent and compassionate staff team, who know them extremely well. We saw care staff being kind, friendly and treating people with genuine warmth. People, representatives and visiting professionals hold the care team in high regard.

The service completes a personal plan to inform care staff of how to best support a person. The plans are highly detailed and informative. We found plans to be strengths-based, focusing on what people can do for themselves. Key staff at the service involve people to complete regular reviews of the personal plan and important changes are well-documented. People's representatives attend meetings whenever possible. Medication is safely managed and administered by trained and competent care staff. Daily medication records are complete. People access numerous medical professionals to review medication, and to attend health appointments. The service considers people's best interests when making decisions relating to medical treatment or interventions. People are achieving excellent health outcomes because of the procedures and vigilance of the service to identify any subtle changes in people's well-being and take prompt action. Care staff complete robust daily records, which detail every aspect of a person's daily needs being met.

We observed care being delivered in-line with people's needs and preferences. Care staff listen and respect people's day-to-day choices regarding personal care, grooming routines and how people choose to dress. The service effectively promotes good oral care, and some care staff are oral care champions. This means they receive additional training to provide optimum support during oral health routines. People are given flexibility in their daily routine. This promotes their independence and control over their care. People have access to a wide variety of home-cooked meals. The service caters for a variety of dietary needs and preferences. Care staff monitor and support people to eat and drink safely and are aware of any potential risks, such as choking.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Care staff complete relevant training and understand their responsibilities; we observed infection control practice to be good throughout the home.



Environment

Good

People live in an environment with access to appropriate and well-maintained facilities and equipment. We found the home to be warm, comfortable, welcoming, and a well-lit environment with easy access to the outdoors. The environment is modern and pleasantly decorated throughout with the provider responsive to addressing areas of wear and tear. People appreciate the new décor in the small television room, which is the heart of the home. We observed people comfortably sharing the space, chatting together. At the time of inspection, the home was decorated for Halloween, which made people happy. Representatives told us the service anticipates people's needs and notice the little things, such as buying new furniture to meet people's comfort and independent needs.

Each bedroom has an ensuite bathroom, and bedroom furniture and flooring are of good quality. People have ample room for storage and desks in their bedrooms with space to enjoy hobbies, such as craft, and art. We saw bedrooms are decorated in a way which expresses people's personalities, interests and comfort needs. The service provider ensures people have suitable equipment to meet their needs and preferences. People have ample supplies of items such as personal toiletries to complete their daily routines. Routine checks and monitoring of the environment are effective most of the time. At inspection we observed some minor damage in one room and inadequate storage arrangements for some items which could cause harm. We discussed the environment with the RI at inspection, and immediate action was taken.

Risks to health and safety are identified, mitigated, and reduced most of the time. Overall, there is effective monitoring and auditing of the environment and maintenance of the home is good. We found cleaning regimes and standards of hygiene throughout the home to be good. The service provider ensures the premises comply with current legislation in relation to health and safety, fire safety, environmental health and the Food Standards Agency (FSA). We observed good practice with food storage.

People have access to an outdoor space. The rear garden is accessible, with a patio where people socialise and are actively involved in planting and growing seasonal flowers and vegetables. Security arrangements are in place and effective. We found locked areas to keep people safe, such as the medication room, boiler cupboard and cleaning cupboard.



The organisational structure is clear, and leadership and management are highly effective. People, care staff and representatives have high levels of confidence in the service because there is a strong positive culture which is supportive, inclusive and respectful. The RI and the manager are visible and available and are extremely knowledgeable about the needs and preferences of people. This means care staff receive successful guidance and support which positively impacts on people's well-being. Auditing systems work well to monitor the quality of the service. The RI completes formal visits to the service to speak with people and care staff, and they sample records relating to care and support, the environment and health and safety. The RI completes the quality-of care review which informs the provider the service is working effectively to meet people's needs. Quality assurance activities work well in identifying areas the service wishes to develop, to support the well-being of people and care staff. The service is extremely responsive to people's developing health needs, because systems, procedures and management are successful, meaning early interventions are highly effective.

People and care staff are confident in providing feedback to the provider because they know it is welcomed and responded to in a spirit of partnership and co-production. Care staff told us about the service being supportive and inclusive, where they feel valued. Care staff understand their roles and responsibilities to report concerns to the provider and trust all matters will be taken seriously. Care staff are unanimous in telling us teamwork and communication is a strength of the service, meaning they are always kept informed about people's needs and service updates.

People achieve excellent outcomes because the provider has a consistent and stable staff team who are skilled and knowledgeable. There are contingency plans to ensure people are always cared for by care staff who know them well and high standards are maintained. All care staff hold a relevant qualification in health and social care. Disclosure and barring certificates are in date, and all care staff are registered with Social Care Wales, the workforce regulator. Training, supervision and appraisal records are complete, and on balance, care staff told us they are "*Very well supported.*" The provider is proactive in accessing training where there is a direct benefit to the outcomes for people living at the service. They encourage and support care staff development and are forward thinking in relation to succession planning.

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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