



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Churchstoke Short Stay



Montgomery



01588620172



www.cartrefi.coop

The inspection visit took place on 20/01/2026

Service Information:

Operated by:	Cartrefi Cymru Co-operative Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care
Registered places:	3
Main language(s):	Welsh and 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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Churchstoke short stay is a welcoming and homely service that provides residential short breaks to people as well as long term residential placements. The service actively promotes independence and encourages people and their families to be involved in their care and support. People experience good well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw a positive culture and promotion of people's independence.

Care and support is good. Thorough assessments are completed before a service is provided to ensure people's needs can be met. We saw person-centred care planning and reviews. The environment is good and promotes people's well-being outcomes through being safe, homely and as least restrictive as possible. The service provider is continually making improvements to the environment to enhance outcomes for people.

Leadership and management is good with highly engaged leadership and consistent staff support. The responsible individual (RI) visits the service frequently and ensures strong and effective governance and oversight. They receive support from a highly dedicated and knowledgeable management team.

Findings:



Well-being

Good

Well-being is good and people live healthily and safely with control over their lives. People are actively supported to identify their desired well-being outcomes for their stay and encouraged to build on their strengths. These are kept under frequent review. The service provider emphasises independence and choice through proactive risk assessment by all staff. We saw documentation showing people are consistently offered choice over their day-to-day lives and actively involved in decisions that affect them. This promotes person-centred care and support in the person's best interests and wishes.

People are safe and protected from abuse and neglect. Churchstoke provides a safe and secure environment for people. The service recruits staff safely and completes appropriate background checks prior to staff commencing work. Rotas seen show sufficient staffing levels daily and people experience good continuity of care from a core group of staff. Staff have the required knowledge and skills to support people safely and positively, and they told us they work well as a team. There are up-to-date policies and procedures to support safe practice. Staff know how to report concerns regarding people's welfare and managers are very approachable and responsive to feedback. The RI and manager closely monitor the service to ensure good standards are maintained.

The service provider encourages safe and healthy relationships, and people receive support to maintain existing relationships and form new ones. We were told people forge new friendships with others staying at the service and often request to stay at the same times their friends are staying. People can do the things that matter to them, and they can get involved in new and old hobbies and interests. We found people's needs and wishes reflected within personal plans. People can access facilities in the local community with support and we saw records evidencing people enjoying this. The RI considers how effectively the service supports people to achieve their goals during formal and informal visits.

People live in accommodation that supports them to achieve their desired well-being outcomes. There is a communal area where people can relax and socialise if they wish along with a spacious and secure outdoor area they can access whenever they choose. The manager told us people can choose which bedroom they wish to stay in and can bring their personal belongings to the service during their stay.



Care & Support

Good

Care and support is good and people are supported to achieve their personal outcomes through high quality, person-centred care. People are supported in the way they prefer with personal plans and risk assessments that reflect their needs. An initial assessment is completed with people and their families before care and support is provided. This captures people's needs and aspirations and is used to develop the personal plan. We found people's needs and wishes clearly reflected within personal plans. Personal plans reflect the person well, are up to date and reviewed regularly. Risk assessments are available and correspond to these plans. Family members told us they were involved in the review of these plans and are consulted with frequently by the service. Family members spoken with said *"it's a really good place, management and staff are great, I wouldn't change a thing."* Daily care documentation is thorough and in depth and focusses on outcomes for people.

People are protected from harm and abuse as much as possible. All staff receive safeguarding training and staff spoken with have a clear understanding of their role in safeguarding people. There is a safeguarding policy in place which is reviewed as required. The service is secure, and visitors are managed through an electronic sign in system. The environment is clean, and health and safety measures are implemented to reduce risks and hazards to people, staff and visitors. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team.

There was no medication on the premises at the time of our visit. However, we saw facilities are available to ensure the safe and appropriate storage of medication. Staff receive training to ensure they are competent to administer medication. Thorough audits are completed frequently. There is a medication policy in place which is reviewed annually. Personal plans contain thorough detail about how people would like to be supported with medication.

Infection prevention and control is prioritised within the service. Staff receive training in infection prevention and control. The environment is clean and clutter free. There is good oversight in this area and thorough and regular audits are completed. Actions identified from audits are completed within a clear timeframe. The service shares Information about the risk of infection appropriately with people, visitors and external agencies.



Environment

Good

Care and support is provided in a location and environment that promotes achievement of personal outcomes. People benefit from a good environment which is warm, welcoming, comfortable, well-lit and affords plenty of access to fresh air. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. There is an inviting communal area where people can spend their time if they choose. The surrounding grounds are safe, attractive, well-maintained and accessible. There is a dedicated office area where sensitive and confidential documents are stored securely. We saw each bedroom and were told people can choose which bedroom they would like to use during their stay. We also saw records of these requests in people's documentation. The kitchen is open for people to use to prepare meals and snacks and worktops are at an accessible height for people.

The premises are maintained to a good standard. The service provider routinely and proactively identifies areas of redecoration or repair to the property and any remedial works required to the property is completed promptly. Adaptations and equipment are available where needed. We saw moving and handling equipment is available and regularly maintained and serviced.

The service provider ensures risks to health and safety are identified, mitigated and reduced. We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Fire drills are carried out on a regular basis with actions taken and improvements made following each exercise. Water temperature checks are completed routinely. An emergency evacuation plan is in place. Personal emergency evacuation plans (PEEPs) are in place for people. Laundry facilities are kept in a separate locked room, and away from food preparation areas. We saw appropriate storage and control of substances hazardous to health (COSHH). These are kept in a designated locked area and risk assessed. We saw sufficient supplies of personal protective equipment.

Robust security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. The service has secure entry, and a visitor book is kept to log all visitors and meet fire safety requirements.



Leadership & Management

Good

Leadership and management of the service is good. The service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. The RI visits the service regularly and gathers feedback from people, their families and staff. This feedback is used to inform regulatory quality reports and drive improvements to the service where required. These reports are completed within the required regulatory timescales. The RI is supported by an experienced and highly dedicated manager who is knowledgeable and approachable. There is an open-door policy within the service and staff told us they can speak to the manager whenever they wish, supporting a positive culture.

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Staff files sampled show robust recruitment and background checks are completed by the service provider to support the safety of people. Disclosure and Barring Service (DBS) certificates are completed and renewed when required. Staff are registered with or working towards registration with Social Care Wales (the workforce regulator). All staff receive a range of core and service specific training to support the outcomes of people. The service encourages and supports staff to enrol on courses to achieve nationally recognised qualifications which will enhance their careers.

The service has a very committed staff team who told us they feel extremely supported in their roles. Staff referred positively to the management team. They told us, *“I feel very well supported by the manager, she is one of the best I have worked with”* and *“The manager is very approachable and I feel supported.”* The service arranges regular staff meetings and staff told us communication within the team is good, we saw meeting notes to support this. There are effective systems in place to support staff within their role, including supervision and annual appraisals. There is currently very good staff retention at the service which ensures continuity of care. The service provider gives staff incentives to stay such as recognition for length of service and an awards ceremony.

Rotas seen show there are sufficient staff numbers on shift each day to ensure people's needs are met. Staff told us staffing levels ensured they do not feel rushed and are able to care for people the way they desire. Staffing levels are kept under review according to the needs of people. Staff are flexible to meet the needs of people using the service.

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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