



Rowan House Care Home



Commercial Street, Griffithstown, Pontypool, NP4 5JE



01495756861

The inspection visit took place on 18/02/2026

Service Information:

Operated by:	FC Summerhill NH LTD
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:	38
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Rowan House Nursing Home provides nursing care for people with dementia in Griffithstown, Pontypool. We rated the service as good in each theme. People experience a sense of belonging, comfort, and emotional stability in a homely environment. Care is delivered with dignity and respect by staff who are kind, compassionate and who demonstrate genuine warmth in their interactions with people. A strengths-based approach is evident across the service. Personal outcomes require strengthening to ensure people remain at the centre of care planning. Work is required to ensure personal plans consistently reflect how best to support people to fully meet their needs.

People benefit from a programme of tailored activities which promotes wellbeing. The environment uses dementia-friendly approaches, enabling independence and contributing positively to people's wellbeing, safety and sense of orientation. The service provider has well established management and governance systems in place to monitor quality, safety and regulatory compliance which contribute to the effective running of the service.

Findings:



Well-being

Good

People experience support which promotes their well-being and enables them to have as much independence, control and choice as possible. Staff use the detail within personal plans to understand what matters to each person and encourage independence in their daily lives. We observed caring, respectful and compassionate interactions, which contributed positively to people's emotional wellbeing. The service has established systems for seeking feedback from people and their representatives, including satisfaction surveys and meetings with families. The provider acknowledges response rates to previous methods have been low and introduced an electronic feedback option to encourage greater participation and make it easier for people to share their views. These arrangements support people and their representatives to express their opinions about the service and have the potential to inform future improvements.

People have regular opportunities to engage in meaningful activities that reflect their individual likes, preferences and what matters to them. Activity staff offer a programme of both group and one-to-one activities, enabling people to participate in ways which suit their abilities and interests. These activities support wellbeing, provide stimulation and promote social connection. Families can visit whenever they choose, which helps people maintain relationships with those important to them. Strengthening the recording of activities to evidence participation and the benefits to people will further enhance people's wellbeing.

People are safe and protected from harm. The service is secure and staff check visitors' identity upon entry. Where required, the relevant applications ensure decisions are made in people's best interests. Compliments received from family members and visiting professionals are shared which contributes to a positive culture and reinforces good practice.

People live in an environment which supports their overall wellbeing. The home is warm, clean and welcoming, contributing positively to people's comfort and sense of security. Arrangements are in place for the ongoing maintenance of the property to ensure it remains safe and fit for purpose. People's bedrooms are personalised to their own tastes reflecting individual identity and ownership. Communal areas are bright, spacious and comfortably furnished, enabling people to spend time with others and participate in daily life within the home. The garden area offers a pleasant space where people can sit with family and friends during warmer weather, supporting social interaction and wellbeing.

The service provider does not currently offer the service through the Welsh language. People are asked about their preferred language as part of the admissions process, and information can be provided in Welsh upon request. People are supported to celebrate cultural activities and events that are important to them.



Care & Support

Good

Staff deliver care and support to a good standard and demonstrate an understanding of the people they support. Information relating to people's needs, preferences and what matters to them is documented and personal plans are developed with family members whenever possible. Personal outcomes are not consistently recorded for people. Ensuring these are clearly captured and regularly reviewed will help keep people at the centre of their care and support planning. Some personal plans did not contain the level of detail required to guide staff in meeting a person's needs. While staff could describe strategies they use to manage a person's behaviour, there was no support plan in place to reflect this approach. Strengthening this information would support more consistent care practices, particularly when people become distressed.

Personal plans are routinely reviewed and updated when changes in need are identified. While review systems are established, they require further development to demonstrate whether people have achieved their identified outcomes and to embed an outcomes-focused approach to care and support.

People are supported to maintain their health and remain safe. peoples' health needs are monitored effectively, enabling the service to respond promptly to any changes in presentation or wellbeing. The service works collaboratively with health and social care professionals to ensure people receive the support they require. Staff are proud of the care provided to people living at Rowan House.

The service has appropriate arrangements in place to monitor, record and evaluate accidents and incidents, with patterns and trends reviewed to reduce future risks. Staff receive training about how to recognise and report concerns, demonstrating an understanding of their duty to protect people from abuse and neglect. Risk assessments are in place and reviewed regularly, supporting people to remain safe.

There are effective medicines management systems in place. The service uses an electronic medication system designed to reduce risks by helping staff administer medicines safely and consistently. Staff receive appropriate training to ensure they have the necessary skills to use the system. Regular medication audits are undertaken to monitor safe storage, administration and recording practices. Recommendations from the most recent external audit have been implemented, contributing to ongoing improvement and safe practice.



Environment

Good

People benefit from a warm, comfortable and welcoming environment. People can choose to be alone or to socialise with others, promoting both privacy and a sense of community. The environment is furnished appropriately, with suitable equipment available to meet assessed needs, contributing to people's comfort, safety and general well-being. Dementia friendly approaches are in place which promote orientation for people. Outdoor areas are safe, well maintained and accessible, enabling people to spend time outside.

People live in an environment that is safe and well managed. Regular environmental and health and safety checks are completed to identify and reduce potential risks. The home is kept clean and maintenance arrangements are well established. Records confirm routine testing of utilities and essential equipment, including hoists and slings, in line with regulatory requirements. Fire safety systems are tested regularly and Personal Emergency Evacuation Plans (PEEPs) are in place, accessible and up to date, to guide staff in the event of an emergency. Fire drills are conducted routinely to ensure staff are prepared.

There is an effective approach to assessing, managing and preventing the risk of infection. Infection prevention and control (IPC) is supported by regular audits which enable oversight and identification of any emerging concerns. The service has achieved a food hygiene rating of 5, demonstrating strong food hygiene standards.

A designated maintenance person carries out routine checks and general repairs, ensuring issues are addressed promptly and effectively. These arrangements support a safe, clean, and secure environment where people can live with confidence and reassurance.



Leadership & Management

Good

The service provider has well established governance systems in place to monitor quality, safety and regulatory compliance, which contribute to the effective running of the service. The service is led by an experienced manager who supports a well-trained, dedicated staff team. The manager is in the process of completing training which will further develop the service. The Responsible Individual (RI) is visible and actively engaged in the oversight of the service. The Statement of Purpose requires updating to reflect the ongoing development of the service and ensure it accurately describes current arrangements.

Leaders foster a culture of candour of being transparent when errors occur, sharing information about incidents and their impact and offering apologies as appropriate. Regular meetings take place between the RI and the management team, providing structured opportunities to review performance. Staff meetings are also held routinely to ensure the team is kept informed and updated on practice expectations.

The service provider's selection and vetting processes for hiring staff require strengthening to support the safety and wellbeing of people using the service. Staff undergo regular checks to ensure they remain suitably fit for work and are appropriately registered with professional and regulatory bodies. We noted gaps in recruitment documentation, which the manager gave assurance would be attended to and sustained.

Staff are well supported by the service provider through effective induction and continuous training that is relevant to the needs of people they support. All new staff complete an induction programme that includes mandatory training and access to key policies and professional codes of practice. This equips staff with the knowledge and skills to deliver consistent, person-centred care which supports people to achieve their personal outcomes. Staff development strengthens practice, promotes confidence and supports workers to respond effectively to people's changing needs.

People benefit from a relatively stable and consistent staff team who know them well. This continuity supports positive relationships and helps people feel safe and enhances their daily experiences. Staff told us they enjoy working at the service, feel valued by the management team and are supported in their roles. This reflects positively on the culture within the service and contributes to the delivery of quality care.

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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