Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Bellavista Nursing Homes (Wales) Limited

Bellavista Care Home, 106-108, Tynewydd Road, Barry, CF62 8BB

01446 743893

www.bellavistanursinghome.com

The inspection visits for this service took place between 12/03/2026 and 13/03/2026

Service Information:

Operated by:	Bellavista Nursing Homes (Wales) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	39
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	Good
Leadership & Management	Excellent

Summary:

Bellavista Nursing home is based in Barry and can accommodate 39 people with a range of nursing and personal care needs. This inspection was unannounced. There is a Responsible Individual (RI) for the service and a manager who is registered with Social Care Wales (SCW).

People receive excellent care and robust support from a friendly, stable and experienced staff team. There are ample staff to provide care and assistance with arrangements in place to cover any staffing shortfalls. Wellbeing outcomes for people are excellent because the provider ensures individuals receive exemplary care and support from a dedicated and caring staff team.

Leadership and management is excellent and embeds a culture of inclusiveness, respect and transparency. Care staff are extremely well-supported through appropriate training, ongoing professional development, structured guidance and feel valued and supported. Management is consistently visible and actively engaged in the day-to-day operation of the service, demonstrating excellent leadership. Robust governance systems are in place to monitor and maintain high standards of care and drive continuous improvement, ensuring delivery aligns with individuals'

wishes and preferences. Feedback obtained from families, representatives, and staff evidence an excellent level of satisfaction, with comments describing the service as *“marvellous”* and *“couldn’t ask for more.”* People live in accommodation that is secure, well-decorated, clean, and maintained to a high standard, with extensive facilities including attractive outdoor areas for people to sit and relax.

Findings:

Well-being — Excellent

Outcomes for people who use the service are consistently achieved and of a very high quality. People are supported to achieve and exceed their personal outcomes. People told us they are very happy at Bellavista and enjoy positive relationships with staff. Comments include *"staff are amazing to us here"* and *"the food is excellent, I am very blessed, staff are kind and helpful".* Care staff are happy and extremely enthusiastic about working at the service. Comments *include "I love my job here, we are supported really well by the management team*" and *"we are a good team, we all work well together."*

People are safe and receive excellent, person-centred care and support tailored to their needs. Their wishes and aspirations are respected, and care staff demonstrate a friendly and helpful approach. Care documentation is clear and supports the effective delivery of care. Individuals are encouraged to welcome visitors into the home and are supported to maintain important relationships. Visitors told us they always feel very welcome and are regularly offered lunch when visiting at mealtimes with their relatives or friends. Measures are in place throughout the home to promote best practice. Management maintains strong oversight of incidents, accidents, complaints and safeguarding matters. A statement of purpose is in place that accurately reflects the service.

People are at the heart of the service and measures are in place to provide excellent standards of care. Whenever possible people are supported to have control over their day-to-day life and follow their own routines each day with support and encouragement from the staff team. People have access to a good selection of group and individual activities available on a daily basis.

People are protected from abuse and harm. Bellavista has a safeguarding policy in place, and all staff receive training in the safeguarding of adults at risk of abuse. Care staff are recruited safely as pre-employment checks are completed correctly. Staff demonstrate an excellent commitment to respecting and valuing individual preferences. This approach reflects good practice in ensuring high quality care and supports positive outcomes for individuals by addressing both physical and emotional aspects of well-being. The RI has very good oversight of the service and completes visits and quality assurance monitoring in line with regulatory requirement.

People live in a safe environment. There are arrangements in place to ensure equipment and facilities are regularly services. Safety checks are completed and fire safety taken seriously. The service ensures Depravation of Liberty Safeguards (DoLS) are in place for those who cannot make decisions about their care and support.

Care & Support — Excellent

People receive excellent quality care from qualified and experienced staff who demonstrate professionalism and competence. Staff keep accurate, up-to-date records that clearly reflect individuals' current needs and the high-quality care provided. Personal plans we looked at evidenced robust documentation. Nurses and care staff explained that any changes in a person's needs, condition, or any concerns are reported to the manager immediately, ensuring personal care plans are updated promptly to maintain excellent standards of care. Care staff express a strong commitment to their roles and report feeling valued and respected within the organisation. One person told us, *"I am very happy in my job, I'm always really well supported by the manager, we are a really good team*".

We observed care staff engaging with residents in a friendly and respectful manner. People's choices were consistently promoted, including preferences for meals, drinks, and snacks. The dining experience was of a high standard, with meals well-presented and tailored to individual needs. The chef confirmed that menus are adapted to reflect each person's likes/dislikes and requirements, and we observed meals to be extremely well presented. The chef told us they can cater for any meal that a resident may request and, when a meal is returned uneaten, an alternative is always sought and encouraged. Fresh meats, fish and vegetables are delivered most days as well as local produce. The home has achieved a score of five (very good) food hygiene rating.

Systems are in place to protect people who use the service. During the visit we observed lots of visitors and chatter around the home providing a homely environment where people feel a sense of belonging. We saw people's body language and expressions indicated they felt safe and secure around the care staff who support them. People told us they feel safe and secure living at the service. Comments from people using the service included; *"The home is really good*, *we are really well looked after, I couldn't ask for more"* (resident) and *"Staff are so amazing here, we are asked to have lunch with our relative/s if we want to most days, it has really improved, it's faultless"* (relative). A safeguarding policy is available which informs staff of their roles and responsibilities in relation to protecting adults at risk from harm, abuse and neglect. Records we saw evidence staff have received up to date safeguarding training. Where individuals are unable to advocate for themselves, family members or appointed representatives assist in accessing and reviewing the service.

The service has systems in place for medication management. People receive their medication as prescribed. We looked at the medication administration records (MARs) and saw they are appropriately completed. Fridge and room temperatures are recorded daily by staff, and we saw the medication room to be clean and extremely well organised. The service promotes good hygiene practices and manages infection risks effectively. We observed staff using appropriate personal protective equipment (PPE) when required.

Environment

Good

People are cared for in an extremely clean and homely environment. People are protected from environmental health and safety risks. The home offers good accommodation for people living at the home and management has shown a commitment to developing and improving it for their benefit. People can be confident that there are effective arrangements at the home that will protect public safety and minimise cross infection. There is oversight to ensure staff follow the correct infection guidance. We found call bell checks are carried out and call bells available throughout all areas of the home.

People experience a strong sense of belonging within the home. There is a wide range of small communal spaces where individuals can choose to spend time socialising with others, enjoying quiet moments alone, or meeting with family and friends. Bedrooms are personalised with people's chosen items and belongings, helping create a homely and familiar environment. Several dining areas and well-maintained garden spaces contribute to the home's pleasant atmosphere. The recent addition of life-size animal figures, including sheep and dogs, both inside the home and in outdoor areas, has generated significant interest and enjoyment, prompting conversation and laughter among people living in and visiting the service.

Access and egress throughout the home is suitable for individuals with mobility needs. The entrance is secure, and staff requested identification and a signature in the visitor book before allowing entry. This demonstrates that the service monitors visitors appropriately to ensure only authorised individuals are permitted access.

People can be assured they live in a safe environment. Our tour of the building found that hazards have been reduced as far as practically possible, window restrictors are in place and harmful chemicals are locked away safely. During our visit we saw domestic staff carrying out cleaning duties and we did not detect any malodour during our visit. We looked at a range of health and safety records, which demonstrated that the provider maintains effective oversight to ensure the environment remains safe. We saw all confidential information securely stored in lockable areas. Regular fire-safety checks are completed, and residents have individual personal emergency evacuation plans (PEEPs) to guide staff on how to evacuate people safely. A fire safety risk assessment is in place, and care staff receive appropriate training in fire safety and first aid.

The home's interior, along with the surrounding garden area, offers a safe, secure and well-maintained environment, which people told us they value and enjoy.

Leadership & Management — Excellent

People can be confident that management closely monitors the quality of care provided. The service provider demonstrates strong oversight and is committed to driving improvements across all areas. Established systems and processes support the smooth and effective running of the home. Comprehensive clinical and non-clinical audits are carried out in key aspects of service delivery, including falls management, nutrition, medication, and skin care. The RI is regularly present at the home and actively engages with staff, residents, and relatives to gather ongoing feedback. We requested evidence of monitoring arrangements and reviewed the most recent quality of care report, dated December 2025. This report was completed to a high standard and clearly demonstrates robust quality assurance processes. These arrangements confirm that the service consistently delivers care that aligns with individuals' personal outcomes.

People using the service can be assured that there is robust and competent leadership in place. The Statement of Purpose was reviewed and clearly sets out the service's philosophy of care, which prioritises "choice, dignity, and safety." Care documentation we looked at confirmed that these principles are consistently applied in practice.

People can be confident that staff are fully competent in their roles, supported by a robust recruitment process. We looked at pre-employment documentation and confirmed that all required safety checks are in place, ensuring staff are suitable to work with vulnerable adults. Staff receive formal one-to-one supervision every three months, alongside regular clinical observations of their practice. Supervision provides each staff member with opportunities to discuss their performance, development, and any concerns they may have. We were informed that staff turnover is low. Many employees have worked with the service for several years, which promotes continuity of care. We were told by staff and the RI of additional incentives made by the RI to ensure staff are happy and appreciated including, staff appreciation week, pizza evenings, weekly staff raffles and staff support when needed. In turn, this secures benefits for people who are supported by a happy and skilled workforce. Innovative leadership and governance and the positive culture it creates drive and improve positive outcomes.

People benefit from safe, person-centred care. We spoke with staff who confirmed they have received training in all mandatory courses including dementia care and safeguarding adults at risk as well as any additional training required. Policies and procedures are in place to guide practice. All new care staff complete appropriate induction before starting their role, and a wide range of classroom and online training is continually available. The service makes safeguarding referrals when necessary and promptly notifies Care Inspectorate Wales (CIW) of any notifiable events.

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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