



Church View



Churchview Care Home, 13 St. Martins Road, Caerphilly, CF83 1EF



02920852951



<https://www.hc-one.co.uk>

The inspection visits for this service took place between 24/03/2026 and 26/03/2026

Service Information:

Operated by:	HC-One Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	45
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Church View is a purpose build residential home located close to Caerphilly town centre. Church View provides residential and dementia residential care for up to 45 people. The service enjoys close links with the local community and people are supported to enjoy events in the local area.

People are provided opportunities to participate in a varied range of in house and community based activities. People told us how much they enjoy these activities, and this is why we rated the well-being theme as good. Personalised and detailed personal plans mean we have rated the care and support for this service as good. Care workers use these plans to support people in a way they are happy with us. We also observed warm interactions between care workers and people during our inspection.

The clean and organised environment which celebrates the local area has led to the environment being rated as good. The service uses space well to ensure there are plenty of choice for people to decide where they wish to spend their time.

Good oversight arrangements and processes like auditing in place have resulted in the leadership and management theme also being rated as good. Care workers feel proud of the support they provide to people.

Findings:



Well-being

Good

The service benefits from a varied programme of activities. This includes a range of activities and games within the service, as well as opportunities for people to access the local community through outings, attendance at social groups and visits to local attractions. During the inspection, we observed a range of activities taking place, which people were seen to enjoy. People spoke positively about the dedicated care workers who support and facilitate activities within the service. Information about forthcoming activities is displayed and photographs of recent events are available for people and visitors to view.

The service has access to a wide range of resources that support care workers to promote and enhance people's well-being. These include activities tailored to different seasons throughout the year, as well as resources and activities that encourage people to engage with and reflect on their physical and emotional well-being.

While people were seen to enjoy the activities available within the service, there are opportunities for the service to further strengthen their practice by supporting people to identify and work towards their individual meaningful goals.

The service understands its responsibilities in keeping people safe from harm and abuse. Appropriate referrals are made to local safeguarding teams and timely action is taken when issues are identified. Measures are put in place as required to protect people and promote their safety. The service demonstrates a positive approach to risk management. Risk assessments are in place to identify risks to individuals and set out proportionate measures to reduce these, while supporting people to take part in activities as safely as possible. Documentation is reviewed regularly and updated when needed.

The service is working towards providing the Welsh Active Offer. The service has bi-lingual signage around the service which will be enhanced after the scheduled refurbishments. There are bi-lingual cushions within the service, and the service enjoys celebrating Welsh cultural events.



Care & Support

Good

Each person using the service has a range of personal plans in place, which set out how their individual needs are to be met. We reviewed five personal plans during the inspection and found that each had improved since the previous inspection. The plans included personalised information about people, their likes and preferences, and clearly outlined how they wish to receive their care. Personal plans include social histories and information about people's lives that they wish to share. Importantly, it is clearly set out how people like to be supported with their care and when they may need support from care workers. Plans are reviewed regularly and the views and comments of people using the service, as well as those of their relatives and families, are captured and considered. Personal plans continue to be developed and enhanced, with the manager and deputy manager demonstrating a commitment to continuous improvement. Throughout the inspection visits, we observed warm and positive interactions between care workers and people using the service. People look to care workers when they require assistance or reassurance and care workers respond promptly and appropriately.

The service has a robust medication administration policy in place. The medication room was clean and well organised, and the medication trolley was orderly, with each person's medication stored securely and clearly identifiable. An electronic system is used to record the administration of medicines. This system is overseen by the manager and deputy manager, who respond promptly to any issues and implement additional safety measures where necessary, to reduce the risk of medication errors. Current systems could be further strengthened by ensuring clear processes are in place for the appropriate storage of liquid medicines, in line with best practice guidance. There is a plentiful supply of personal protective equipment (PPE) within the service, and we observed care workers using this effectively throughout the inspection.

People told us, "*Staff are lovely.*" And that care workers are, "*Helpful with anything I need.*" We spoke to families who told us they had noted improvements within the service in recent months and are happy with the care their relative receives. A family member told us, "*Care staff are excellent.*" A visiting professional told us they felt there had been, "*Improved quality in care delivery*" and "*Improved communication*" in recent months.



Environment

Good

The service is currently undergoing planned refurbishment and modernisation. This maintenance work is being managed to ensure there is minimal impact on people living in the service. A range of communal spaces is available for people to choose where they wish to spend their time. During the inspection, we observed care workers offering people choice about where they preferred to sit and spend time. In addition to the main communal areas, the service makes effective use of available space by creating small reading areas at the ends of corridors. These spaces are furnished with armchairs and there is a selection of books, which people may use if they wish.

Communal hallways and corridors are decorated with photographs and artwork depicting local areas and places of interest. This helps to promote a sense of belonging and connection to the local community, while also reflecting and celebrating the history and character of South Wales. People's bedrooms are personalised and reflect individual style and taste. We saw a range of personal belongings and mementos on display, indicating that people have been supported to make their bedrooms their own. Communal areas are homely and welcoming.

All required safety certificates are in place. The service has established processes to ensure regular maintenance is carried out and health and safety checks are completed routinely. The service has a Food Standards Agency food hygiene rating of 5 (very good), offering assurance to people about the standards of food hygiene maintained. We observed a lunchtime meal as part of the inspection and found the mealtime experience to be positive. Tables were attractively laid and background music contributed to a relaxed atmosphere. Care workers were attentive and responsive, offering support as needed and responding promptly when people requested assistance.

Noticeboards located near the main entrance display information about recent activities and events within the service. They also provide details of forthcoming events and planned activities, enabling families and visitors to be informed and attend if they wish. Refreshments and snacks are readily available throughout the service for people to enjoy.

Robust cleaning schedules are in place for both communal and individual areas. These areas are cleaned frequently, with bedrooms subject to a programme of rotational deep cleaning.



Leadership & Management

Good

Effective systems are in place to support oversight of the service. A programme of audits is completed, and actions are identified and implemented to address any issues found. During the inspection, we saw evidence of actions being taken in response to feedback gathered through meetings, engagement with people and their families, and the service's own internal review processes. It was reassuring to see the provider respond to feedback appropriately, resulting in positive outcomes for people using the service.

The service has effective systems in place for the oversight of accidents and incidents. These are recorded on an electronic system, with appropriate actions taken when required. The service also recognises and values positive feedback, and we saw compliments received displayed near the entrance to the service.

Team meetings are held regularly, providing an opportunity for information sharing and for care workers and other staff to be kept informed. These meetings also enable staff to share their views and contribute to discussions about all aspects of the service.

The service has systems in place to support safer recruitment practices. Appropriate identification is obtained and all staff are subject to Disclosure and Barring Service (DBS) checks. Recruitment templates are in place which, when fully and consistently utilised, support the completion of all required checks to ensure safe recruitment practices.

All care workers are supported through a comprehensive induction when they commence employment. This is followed by ongoing and refresher training. Training compliance within the service is good and the manager has effective oversight to ensure care workers complete required training in a timely and regular manner.

Care workers receive regular supervision sessions. These sessions are meaningful and provide opportunities for reflective practice, feedback on performance and discussion about the service. Care workers told us they feel proud of the care they provide to people using the service. They also reported they feel more supported by the registered manager.

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.

Welsh Government © Crown copyright 2026.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*