Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Plas Cwm Carw Care Home

Plas Cwm Carw Care Home, Oakwood Lane, Port Talbot, SA13 1DF

01639 890224

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

The inspection visits for this service took place between 15/06/2026 and 17/06/2026

Service Information:

Operated by:	HC-One 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:	66
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	Requires Improvement
Environment	Good
Leadership & Management	Requires Improvement

Summary:

Plas Cwm Carw Care Home is in the centre of Port Talbot, close to shops and other amenities. The provider has taken action to improve standards of care and support, as well as the overall management of the service. As a result, people experience good well-being as they receive safe care and have consistently positive experiences. They benefit from a varied programme of activities and regular opportunities to connect meaningfully with others.

Although progress has been made, standards of care and support require improvement. Medication and infection control procedures have improved, and people receive timely input from medical and specialist services. This helps them to stay healthy. However, the care planning and review process requires improvement. This is to ensure people's needs and goals are accurately reflected in personal plans and care staff have access to clear and consistent guidance.

The home and grounds are secure and appropriately maintained. The accommodation has a homely, welcoming feel and a good range of facilities to support activities of daily living. Many environmental improvements have been made, including the redecoration and development of communal areas and the renewal of some furniture and furnishings.

Leadership and management arrangements have improved significantly, although some areas continue to require improvement. New managers have built trust by listening to feedback and making positive changes. They promote an open and supportive culture, which has resulted in more effective teamwork and improved staff practice and morale. Staff receive appropriate induction, training and informal support, although managers require more time to improve supervision and appraisal processes. Administrative systems also require improvement to ensure managers have timely access to all the records they need to manage the service effectively.

Findings:

Well-being — Good

People are supported to maintain good health and well-being and have control over their care. Care staff are visible and attentive to people's physical and emotional needs and will promptly refer concerns to the relevant agencies and professionals. People contribute to decisions regarding their care and support, so their needs and wishes are clearly understood. However, the service must make improvements to ensure personal plans are revised following reviews and accurately reflect people's current needs and goals. The service holds regular staff, resident and family meetings, allowing people to share their views about home life. Based on recent feedback, the service is working to improve the laundry system and the quality and range of meals on offer.

People feel happy and relaxed in their home as they go about their daily routines. Care staff create a calm environment that puts people at ease. The home has suitable facilities to cater for people's day-to-day needs, and these are well-maintained. People told us, *"We feel happy here… staff are nice"* and *"It's brilliant – there is nothing of concern here"*. People have fun taking part in a variety of activities. For example, they dressed up for Ascot Day to watch the horseracing, place friendly bets and enjoy sweet treats together. The home clearly advertises its activities and events, which include regular church services, weekly choirs, celebrations to mark special occasions and live entertainment. Currently, people do not regularly access the community, although the service has secured a minibus to support outings. These will be facilitated once suitable drivers are available.

The running of the home has significantly improved, helping to ensure people consistently receive a safe and reliable service. Care staff understand their safeguarding responsibilities and help to keep people safe through close observation and effective risk management. Managers promote an open and transparent culture, so people, their representatives and staff feel able to raise concerns and make suggestions to drive up standards. When needed, managers liaise with the Local Authority safeguarding team and other professionals to reduce risks to people's safety and well-being. The manager informed us about the recent withdrawal of a routine Occupational Therapy service, and the provider is considering how to manage risks associated with this. Administration systems require improvement to enable managers to view staff recruitment and disciplinary records easily and deal with issues effectively.

People connect well with others. Personal plans include details about how people communicate and what relationships are important to them. People spend time with family and friends in both private and social settings. They also benefit from regular interactions with care staff, who are respectful and generally sensitive towards their unique characteristics. There is no current demand for services in Welsh, although the Welsh language and culture are promoted.

Care & Support — Requires Improvement

The service has taken action to improve standards of care and support, but further improvements are needed. We previously identified that people's health and well-being were at risk because care staff did not always understand how to safely meet their needs. Practice has since improved, as people receive appropriate care and support to promote their health and independence. People appeared well cared for, although care staff must remain vigilant with regards to maintaining good nail care. Care staff know people well and understand how to manage risks to their safety and well-being. They anticipate people's needs, closely monitor their activity and encourage them to maintain a suitable diet.

However, personal plans do not always accurately reflect people's needs. We found that some contained conflicting or historic information, as they had not been revised properly following reviews. This requires improvement as risks to people's health and safety are increased if care staff do not have clear guidance on how to effectively meet their needs. We expect the provider to make the necessary improvements. We also found that risks are not consistently incorporated into personal plans and important information can be difficult to find. Additionally, various methods are being used to document care intervention. The manager told us of plans to improve the care planning and review process and address inconsistencies in record-keeping. This will involve workshops to refresh staff's knowledge and support their practice.

People receive timely intervention from medical and specialist services. Care staff make referrals when there are concerns about people's health and ensure professional advice, health tests and appointments are followed up appropriately. Care staff receive regular updates about people's care and support needs during handovers and daily 'flash' meetings. Handover arrangements require review as care staff are currently expected to attend meetings shortly before or after their shifts.

The service stores and manages medicines safely. Medication is reviewed and adjusted when needed and staff maintain accurate records regarding medication administration and stock levels. This helps them to identify and address any issues quickly. We observed some medicines being given at regular intervals but outside allotted timeframes. The manager assured us administration times would be reviewed where necessary, with input from the relevant professionals. The findings of internal audits show that medication practices are continuously improving. There are also plans to further develop practice in relation to the application and recording of topical medicines.

Standards of hygiene and infection control have vastly improved, helping to reduce the risk of cross contamination and infection. We observed the home and equipment to be clean and hygienic. Personal Protective Equipment (PPE) is easy to access, and we saw staff using this appropriately. Records show that staff receive regular infection control training. The service was awarded a food hygiene rating of 4 (good) in March 2026.

Environment — Good

The environment is bright, spacious and homely. The entrance area is welcoming and includes a coffee shop, where people often spend time with visitors. People also enjoy one another's company in the lounges and dining rooms, where they complete various daily activities. People move freely between private and communal areas, as able and desired. There are some dementia friendly features and themed areas, which offer stimulation and help people orientate to their surroundings. Bedrooms are also personalised and reflect people's needs and preferences. The home is decorated to a good overall standard, although this could be further enhanced by refining finishing touches to the woodwork and paintwork.

People are benefitting from improved facilities. Suitable locks have been installed to bathroom doors, promoting people's safety, privacy and dignity. Storage systems are better organised, with equipment and other items stored safely. Some lounge chairs and bedding are also being replaced. We saw people using the specialist equipment they need to help keep them safe and comfortable. However, some mattresses required adjusting as they were not at the correct settings to provide optimal support. We discussed with the manager the need for care staff to perform and record mattress checks correctly, ensuring any issues are addressed promptly. The service has recently invested in a new range of higher-specification mattresses, including automatic air alternating mattresses that provide regular pressure relief and help to reduce the risk of skin breakdown. The manager told us extra air conditioning units have also been purchased to help regulate the temperature in warmer parts of the building.

The accommodation and facilities are safe and well-maintained. Additional safety checks have been introduced to ensure the building and grounds remain secure. Two maintenance officers carry out general repairs, redecoration and routine health and safety checks. Utilities and equipment are serviced and inspected within recommended timescales to ensure they are in good working order. The manager informed us that plumbers have recently resolved issues with the central heating. Staff are ensuring wooden panels are properly secured after accessing pipework, reducing the risk of people being exposed to hazards. This was an issue identified at the last inspection. Work to declutter the environment is ongoing and includes disposing of old, unused equipment. However, staff must take care not to discard rubbish bags where they may pose a fire safety risk.

People have regular opportunities to spend time outdoors in the home's two gardens. We saw people socialising in the main courtyard, where they appeared relaxed and content while listening to music and enjoying refreshments. The gardens are accessible and include seating and sheltered areas. We also saw that people have spent time planting flowers in the main courtyard, adding interest to this area. The gardens are generally well-presented, although patio areas would benefit from refurbishment as part of future investment plans.

Leadership & Management Requires Improvement

The management of the service has significantly improved since the last inspection. The service was not previously being operated with sufficient care, competence or skill, and this was impacting on people's care. A permanent nurse manager and clinical deputy have since been appointed and are providing strong and effective leadership. A staff member said, *"Couldn't ask for anyone better"*. Staff have a better understanding of people's needs and deliver care safely. New staff receive an appropriate induction and training before starting work, and managers have addressed staff conduct issues via disciplinary procedures. Quality assurance and audit systems also show that the service is making steady improvements. Staff, families and professionals have observed better standards of care, higher staff morale and a more positive working culture. Staff told us, *"It's nice to come to work again"* and *"It's getting better and better"*. A relative also said, *"Things are immensely better… They're changing all the things they need to now, you don't need to ask"*. The manager remains committed to further improving the service and embedding these positive changes.

People are at risk of being cared for by staff who may not be suitable to continue working in their role, and this requires improvement. Recruitment and disciplinary records are not always available at the service and often need to be obtained from other departments within the company, which can cause unacceptable delays. Failure to keep these records up to date and in good order could delay Disclosure and Barring Service (DBS) checks and result in a disjointed approach to managing staff disciplinary issues. We expect the provider to make the required improvements. The administrator is aware of the records that are not currently available at the service and is working to rectify this. We also found that timescales are not always being met for responding to complaints and completing six-monthly quality reviews. The Responsible Individual (RI) and management team must manage these processes more effectively and ensure administrative tasks are completed in a timely way.

Staffing levels are reviewed and adjusted as needed to meet people's needs. The staffing position has improved following the recruitment of permanent nurses and care staff, and good progress is being made with regards to filling remaining vacancies. Staffing shortages are covered by existing staff or agency workers who know the home well. Regular team meetings give the manager and staff opportunities to discuss issues, share updates and agree actions. A staff member described the manager as *"straight talking – will act on issues straightaway"*. Records show that staff complete mandatory and specialist training to support their practice. Managers have recently implemented a system to track staff's registration with Social Care Wales, confirming that very few are outstanding. Staff supervision and appraisal processes continue to require improvement as they are not taking place at the required intervals and the quality of records is inconsistent. The manager has imminent plans to address this. We expect the provider to take action and will follow this up at the next inspection.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's needs and wishes must be accurately reflected in personal plans, which must be revised when needed following reviews.	15/06/26
The service provider must ensure records relating to staff recruitment and disciplinary matters are available for inspection and in good order.	15/06/26
The service must ensure people are cared for by motivated staff who promote and embed a positive working culture and are committed to their professional growth and development.	25/09/25

CIW has not issued any Priority action notices following this inspection.

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