



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Trafalgar Park Care Home



6 Heol Islwyn, Nelson, Treharris, CF46 6HG



01443450423



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

The inspection visit took place on 22/06/2026

Service Information:

Operated by:	HC-One Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with nursing
Registered places:	52
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:

Trafalgar Park is a care home in Nelson, Caerphilly, providing residential and nursing care. We rated Well-being, Care and Support, Environment, and Leadership and Management as Good.

People told us they feel safe, respected and comfortable, and we observed positive interactions promoting dignity, choice and independence. Staff know people well and provide care that responds to individual needs, working effectively with healthcare professionals to support positive outcomes.

People live in a clean, welcoming and homely environment that supports their well-being and quality of life.

Effective leadership, governance and quality assurance arrangements help ensure people receive safe, person-centred care from a committed and supportive staff team.

Overall, people experience good outcomes and receive care and support that promotes their well-being, dignity and safety.

Findings:



Well-being

Good

People experience positive well-being outcomes because they are supported by caring and attentive staff who know them well and treat them with dignity and respect. During the inspection, people and their relatives spoke positively about life at the home and the support they receive. One relative told us, *"X is treated with kindness and respect every day, which gives us real peace of mind."*

We observed warm and positive interactions throughout the inspection. Staff took time to engage with people in a calm and respectful manner, responding to individual preferences and supporting people to make choices about their daily lives. People were encouraged to maintain as much independence and control as possible, and staff demonstrated a good understanding of individuals' needs and routines. Bedrooms are personalised with photographs, keepsakes and personal belongings, helping people maintain their identity and sense of belonging.

People are supported to maintain their physical, emotional and social well-being through a varied programme of activities and meaningful occupation. Residents have opportunities to participate in activities such as visiting entertainers and singers, music sessions, baking, arts and crafts, themed celebration days, reminiscence activities and social events. Relatives told us they value the effort staff make to celebrate occasions such as Christmas, Mother's Day, Halloween and birthdays, helping create a lively and enjoyable atmosphere within the home. One relative commented, *"The staff make an effort on celebration dates which is lovely to see."* The service works towards the Welsh Active Offer by recognising and celebrating Welsh culture, traditions and events throughout the year.

People are supported to maintain relationships that are important to them. Relatives consistently described staff as approachable, welcoming and communicative, and told us they are kept informed about changes in their family member's well-being. The service recognises the importance of family involvement and supports people to remain connected with those who matter to them.

People are safeguarded from abuse and neglect through robust safeguarding arrangements and staff who understand their responsibilities for keeping people safe. Overall, people live in a safe, inclusive and supportive environment where their dignity, rights and well-being are promoted.



Care & Support

Good

People receive care and support from staff who know them well and understand their individual needs, preferences and routines. Records demonstrate that people's needs are assessed and reviewed regularly, helping to ensure care remains responsive to changing circumstances. Staff are able to clearly describe how they support people to achieve their positive outcomes and maintain their health, comfort and well-being.

We observed kind, compassionate and respectful interactions throughout the inspection. Staff responded promptly when people required support and took time to provide reassurance and encouragement. People appeared relaxed in the presence of staff and received care in a way that promoted dignity and respected their choices.

Feedback from relatives reflected the positive experiences of people living at the home. One relative told us, *"Residents are treated with kindness, great care and respect by all staff. The nursing care is exceptional."* Another commented, *"The staff consistently provide excellent care for X. They are professional, attentive and genuinely caring. Their dedication makes a real difference to X's quality of life."*

People's health needs are supported effectively through regular monitoring and good partnership working with healthcare professionals. Records evidenced involvement from general practitioners, district nurses and social workers, helping people access appropriate care and treatment when required. Professional advice is incorporated into care delivery to support positive health outcomes and ensure people's changing needs are responded to appropriately.

People benefit from safe and effective medication management arrangements. Systems for the ordering, storage, administration and review of medicines are organised and appropriately monitored. Records reviewed demonstrated medicines are administered as prescribed, helping people receive the treatment and support they need.

People are supported to maintain good nutrition and hydration. Staff demonstrated a good understanding of individual dietary requirements, preferences and specialist needs. People are offered choice at mealtimes and receive support where necessary to ensure they can eat and drink comfortably and safely. One relative told us the food is *"Excellent, always with a choice and in pleasant surroundings."*

Relatives spoke positively about communication and the support provided to their family members. One relative told us, *"X's care is exemplary, all the nurses and care staff are on top of X's needs and do so with care and compassion. I am kept informed of any changes and her wishes and needs are respected."* This feedback reflects a service where people receive consistent, person-centred care from staff who are committed to promoting their well-being and quality of life.



Environment

Good

People live in a comfortable, welcoming and homely environment that supports their well-being and quality of life. The service is clean, well maintained and has a relaxed atmosphere. Communal areas are bright, comfortably furnished and well used by residents for socialising, activities and spending time with visitors. Relatives consistently describe the home as warm and welcoming. One relative told us, *“The environment is a key factor, it does not feel clinical, it is tastefully decorated and furnished.”*

People have access to a variety of communal and private spaces which support both independence and social interaction. Bedrooms are personalised with photographs, furniture and treasured possessions, reflecting people's individual preferences, life histories and interests. This helps people maintain their identity and a sense of belonging within their home. We observed residents moving freely around communal areas and choosing where they wished to spend their time.

The environment is designed to meet people's care and support needs. Appropriate equipment is available throughout the home to promote safety, comfort and independence. People have access to specialist equipment when required. Maintenance arrangements and servicing schedules are in place, providing assurance that equipment and facilities remain safe and suitable for use.

People benefit from an environment that promotes comfort and safety. Communal areas, bathrooms and bedrooms are clean and hygienic. The service has systems in place to monitor maintenance, health and safety and environmental risks. Certificates and records viewed provide assurance that relevant checks are being completed and that the provider maintains oversight of the premises.

Feedback from relatives demonstrate confidence in the quality of the environment. One relative said, *“As soon as you enter the building, it has a community/family feel about it.”* Another described the home as *“Warm and welcoming”* and said there are *“Always staff available who are looking after the residents.”*

Overall, people live in an environment that meets their needs, promotes dignity and independence, and provides comfortable surroundings where they can feel safe, secure and at home.



Leadership & Management

Good

People benefit from a well-led service where leaders promote a positive and supportive culture focused on achieving good outcomes. Feedback from staff, residents and relatives demonstrated confidence in the leadership of the home. Staff described managers as approachable and supportive, and told us they feel valued in their roles. One staff member commented, *"No matter who it is, staff, senior, nurse, admin, they are always willing to help and go above and beyond to help you."* This reflects the teamwork and collaborative culture we observed during the inspection.

The provider has effective governance and oversight arrangements in place to monitor the quality and safety of the service. Regular audits, quality assurance processes and management oversight help leaders maintain standards and identify opportunities for continuous improvement. We found evidence that leaders review information from a range of sources, including audits, incidents, accidents and feedback, to support safe and effective service delivery.

People benefit from a service that listens to and values feedback. Residents and relatives have opportunities to share their views through meetings and ongoing discussions with staff and management. Feedback received was consistently positive, with many relatives highlighting the quality of care, communication and professionalism of staff. One relative told us, *"The home is clean, welcoming, and there is excellent communication with families."* Another said, *"I am kept informed of any changes and X's wishes and needs are respected and noted."*

People are supported by a stable and committed staff team. Recruitment processes help ensure suitable staff are employed, and records demonstrate staff receive training and supervision appropriate to their roles. Staff spoke positively about opportunities for learning and development and told us they feel well supported. One staff member described the opportunities for learning and development as *"Excellent"*.

Leaders understand their responsibilities and maintain effective systems to support safe, responsive and person-centred care. Overall, leadership and management arrangements provide a strong foundation for the service, ensuring people receive care from a staff team that is supported, accountable and committed to delivering positive outcomes.

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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