



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

No 1 Belle Vue



Pontypridd



01443 574293

The inspection visit took place on 01/04/2026

Service Information:

Operated by:	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
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:

The service provides short break respite stays to adults with a learning disability and associated needs. It is located within a residential area of Pontypridd.

Well-being is good because people experience respectful, inclusive support which promotes choice, independence and positive relationships. Care and support is good as planning is person-centred and responsive, families are actively involved, and safeguarding, medication and infection-prevention arrangements support people's safety and well-being. The environment is good and supports comfort, accessibility and emotional well-being, with a well-maintained service, appropriate equipment and planned enhancements. Leadership and management is good because there are effective governance and oversight systems, and care staff are committed and well trained.

Findings:



Well-being

Good

Well-being is good because people experience positive outcomes and are supported to have choice and control when they stay at No. 1 Belle Vue. People are supported to achieve personal outcomes discussed during pre-stay reviews, including developing everyday independence skills and taking part in preferred activities. Care staff consistently promote dignity and respect, and people are treated warmly and supportively. Feedback from families reflects genuine care and familiarity. Meaningful choice is present, including food, clothing, activities and whether to take part in household tasks. Independence is encouraged, with people supported to do as much for themselves as possible. Information is provided in accessible formats, including easy-read service user guides, and communication needs are respected and supported using preferred methods. Welsh language awareness is embedded through training and cultural celebration.

People are safe and protected from abuse and neglect. Safeguarding procedures are in place and care staff demonstrate good knowledge and confidence when recognising and responding to concerns. Risk assessments are used proactively to identify and manage potential risks, supporting positive and safe experiences. Effective multi-agency working is evident, including collaboration with care managers and other services such as day services, which strengthens safeguarding arrangements and continuity of support.

People are supported to cultivate positive and healthy relationships. Care planning reflects people's identities, preferences and individual interests, and people are treated inclusively, with individuality respected and valued. Respite provides people and their families with valuable breaks, supporting ongoing caring relationships and emotional well-being. People are supported to continue activities important to them, including attending day services, or to enjoy a break from routines where preferred. Relationships with families are actively supported through regular communication, and financial arrangements during stays are managed appropriately and transparently.

The environment supports people's well-being outcomes. The accommodation is homely, welcoming and well located within the community. The service is accessible and inclusive, including an adapted ground-floor bedroom with a tracking hoist, enabling people with mobility needs to stay safely and comfortably. People are encouraged to personalise their rooms during stays, helping them feel settled and relaxed.



Care & Support

Good

Care and support is good because people receive person-centred, well-planned care which reflects their individual needs, preferences and circumstances. Personal plans are detailed and specific. They are supported by appropriate documentation, including pre-stay reviews, risk assessments, personal emergency evacuation plans, medication records and family communication logs. Reviews take place before each respite stay, ensuring care remains current and responsive. Daily records capture people's well-being, activities and experiences, supporting continuity between stays and showing people access meaningful activities in the home and community. Families are closely involved and spoke positively about outcomes, sharing feedback such as *"I'm more than happy. They get to do nice things, go out, be busy and enjoy. I have no issues at all,"* *"They always keep me informed and take time to listen to. The staff are pleasant, helpful and know them well,"* and *"Excellent – amazing. They come home wanting to know when they can go again. They absolutely love it."*

Safeguarding arrangements support people to remain safe and protected. A positive safeguarding culture is evident, with care staff demonstrating clear understanding of safeguarding responsibilities and processes. Risk assessments are proportionate and person specific, reflecting known risks and supporting positive outcomes. Health needs are incorporated into care planning where relevant, including arrangements for more complex needs. Care staff receive appropriate training to meet these safely. Incident reporting is robust where required, with learning from incidents informing practice. Consent and best-interest decision-making are managed appropriately, and restrictive practices are minimised, supporting people to move freely within the home and access the community.

Medication practices support people's safety and well-being. Medication is stored securely within locked cabinets in a locked office and is signed in and out for each stay. Medication administration records are accurate and maintained appropriately, temperature monitoring for storage is in place, and PRN 'as needed' medication is administered correctly. Care staff complete medication competency checks, supporting safe and consistent practice during each respite stay.

Infection prevention and control arrangements are effective and well managed. The service is clean and well maintained, with cleaning schedules in place and monitored. Personal protective equipment and cleaning supplies are readily available, laundry facilities are appropriate for the service, and clinical waste is handled and disposed of correctly. Infection prevention audits form part of routine management checks, and care staff training remains up to date, supporting safe practice and reducing the risk of infection for people.



Environment

Good

The environment is good because the accommodation is well maintained, homely and suitable for meeting people's needs. The overall condition of the service is very good, with no significant maintenance concerns seen. The home is welcoming and comfortable, creating a positive impression and supporting people's well-being during their stay. Bedrooms are personalised and can be adapted to meet individual needs, including the use of sensory items to support emotional and sensory regulation. An adapted ground-floor bedroom with a tracking hoist, level access and ramped entry enable people with mobility needs or wheelchair use to stay safely and comfortably. Communal areas, including a cosy lounge and a large kitchen dining area, are well furnished, comfortable and appropriate for both social interaction and everyday living. The outdoor space and wider use of the environment further support positive experiences for people. The service has a good-sized, accessible patio area with seating, which people can use safely and comfortably for relaxation and social enjoyment. There are plans to enhance this space further, including additional seating, sensory features and equipment to support shared activities. The service has recently invested in a range of equipment and technology, including gaming consoles, a projector and sensory items, which will enhance opportunities for meaningful occupation and enjoyment. This additional equipment was not yet in use at the time of the inspection, although plans are in place to develop this, demonstrating a continued focus on improving people's experiences.

Safety, accessibility and the effective use of space are well managed throughout the service. The premises are secure, with clear sign-in and sign-out arrangements and restricted areas appropriately secured. COSHH materials and hazardous items are stored securely, and fire safety arrangements are well organised, with appropriate signage, equipment and no hazards identified. Temperatures are comfortable throughout, with suitable lighting and ventilation. Bathrooms and toilet facilities are sufficient, accessible and adapted where required. Space within the service is used well to support both privacy and communal living, with a separate staff room available which does not encroach on people's living areas. Required health and safety documentation was in place, and observed practice showed environmental safety and maintenance are well managed.



Leadership & Management

Good

Leadership and management is good because there are effective governance, monitoring and oversight arrangements to support the safe, consistent and well-organised delivery of care. Established systems are in place, including three monthly visits to the service by the Responsible Individual (RI) and six-monthly quality of care reviews, which provide assurance around quality and safety. Managerial auditing systems are used to monitor key areas such as medication, infection control, health and safety, and care documentation, supporting continuous oversight of practice. Team meetings take place and records show discussion around service developments, people's needs and day-to-day operational matters, helping care staff remain informed and involved. The service is well organised, with documentation clearly filed and care staff signing to confirm key information has been read and understood. Staffing arrangements are flexible and responsive to the needs of people during stays. Recruitment activity is ongoing, with a clear focus on having a full staff team and increasing respite provision. Policies and procedures are in place to guide practice, an annual return has been submitted, and a Statement of Purpose is in place and accurately describes the service.

People are supported by care staff who are well-trained and dedicated to their roles, contributing to effective care for people. Management of the service is shared between this and another. The decision to base the deputy manager at this service has increased leadership visibility and approachability, with care staff viewing this as a positive step and improving the sense of importance and value for the service. Care staff spoke positively about their roles and teamwork, sharing comments such as *"it's lovely when people are there. I get a lot from the job,"* and *"we work really well together and support each other as a team."* Training arrangements are robust, with all care staff up to date with mandatory and specialist training relevant to the service. Care staff feel confident supporting people safely, telling us *"Training is good and up to date — I feel confident supporting people."* Induction processes are thorough, with clear probation arrangements and competency assessments in place. Care staff are registered with Social Care Wales, the workforce regulator, and staff files demonstrate safe recruitment practices. Supervision and appraisal arrangements are in place, with care staff describing strong peer support within the team more generally. Care staff understand safeguarding and whistleblowing processes and feel confident using them, supporting an open culture where concerns can be raised appropriately.

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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