Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Belmont Court

Belmont Court, Heywood Lane, Tenby, SA70 8BN

01834 842770

The inspection visits for this service took place between 11/05/2026 and 12/05/2026

Service Information:

Operated by:	RCH(wales) Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	29
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

People who have made Belmont Court their home receive a good standard of care.

Wellbeing is rated as good overall because there are high levels of satisfaction in the service. Once the programme of activities starts, people's wellbeing will enhance further.

Care and support is rated as good because care workers and other members of the team are motivated and experienced. Relatives have high levels of confidence in the service and feel reassured people are well cared for.

The environment is rated as good because the service is clean, well maintained and the property has some character.

Leadership and management is rated as good because the provider is visible in the service and is generally very well regarded by the team. Governance arrangements are robust.

Findings:



Well-being — Good

People live healthily and receive the care and support they need from a team of experienced and motivated workers. The atmosphere in the service is relaxed and friendly with some good humoured banter between people, workers and visitors.

There are few opportunities for people to engage in activities but the provider gave assurances that this will be improving in the coming weeks when a care worker is released from their current role to do activities both individual and in groups.

People are safe and protected from abuse and neglect. Most staff have completed training in Safeguarding and are confident about reporting any concerns they have. They are also confident the manager would take the actions needed to make sure people are appropriately safeguarded. The provider is to consider making sure all staff complete this training. A clear policy provides clear guidance for staff.

People live in accommodation that is suitable for their needs. The service is well maintained, light and airy. There is space for people to spend time with others or in their rooms if they prefer. Bedrooms are personalised and there is some outside space for people to enjoy when the weather permits.

Care & Support — Good

People receive the quality of care and support they need. People are generally satisfied with the care they are offered, with one saying "*I am very well looked after"* and another said "*I'm happy here. Nothing's too much trouble (for the staff)".* Care is not rushed with care workers saying most of their colleagues understand the importance of person-centred care. Some consider additional staff are needed, but others feel they have enough staff to meet people's needs.

Personal plans are very comprehensive and contain a lot of helpful information including a personal and family history. There are support plans and risk assessments for a range of areas including oral care, nutrition, mood and medication. Care workers complete the records contemporaneously and the nurse in charge is alerted if an action is not completed. Care workers find the records helpful and together with the time they spend with people mean they feel they know them well.

People's physical health needs are safely met. There is a registered nurse on duty at all times and a district nurse visits daily. Care workers know how to recognise signs of skin pressure damage and they have the equipment they need to reduce the risk of people whose mobility is severely impaired from developing pressure sores. Repositioning is carried out regularly and in accordance with personal plans. The provider has agreed to make sure relatives and other representatives are involved in decisions made about aspects of people's care. Records show people's weight and other physical observations are recorded at least monthly.

People experience care and support that is dignified and respectful. We observed some friendly and relaxed interactions which show a rapport has been built. However, the options for people to engage in meaningful activities is limited. Comments from people include "*No activities"* and *"I do get bored".* Some people are happy with this and enjoy spending time doing crosswords, reading and watching TV. Care records did not provide evidence of meaningful activities and engagement but the provider feels this is due, in part, to a lack of accurately recording such activities. During the inspection we did not observe any meaningful activities taking place and care workers confirmed they do not have the opportunities to spend time engaging with people other than when carrying out personal care. The manager confirmed plans for a care worker to be rostered to offer meaningful activities both individually and in groups.

There is some understanding of the importance of good nutrition and most meals are made using fresh ingredients, although there is some reliance on processed foods. Food is available outside of mealtimes and there is a menu for people to choose from. Food cupboards are well stocked. People are encouraged to use the dining room which is a way to enhance people's dining experience. People's views about the food varies with some describing it as "*very good"* while

another said "*It could be better. It's sometimes a bit cold".* Care workers understand the importance of people remaining hydrated and drinks are offered throughout the day, with people offered assistance as needed. Relatives appreciate having the opportunity to share meal times with their loved one and told us how they value having a meal at the service.

People's medication is safely managed. It is stored in a locked room and in locked cupboards. A medicines reconciliation showed there are the correct number of controlled drugs. A nurse is always on duty. Records show medication is administered as prescribed and there is little use of PRN (or as required) medication. The Responsible Individual has agreed to review the training for support workers who may be required to witness the administration of medication which is classed as controlled drugs to ensure they are competent to do this. There was a lack of clarity about the use of covert medication and whilst this is included in the Medication Policy, some individual records had not always been updated when changes were made to people's prescriptions.

Environment — Good

The provider makes sure people live in an environment which meets their needs. Accommodation is provided over two levels and there is a lift meaning people can move safely between floors.

Parts of the service has retained some original and attractive original features, including a wide oak staircase, some large windows and high ceilings. There are two main lounge areas as well as dining room and a further room for people to spend time either with others or their visitors. The property is well maintained and standards of decoration throughout are good, although some work is needed in parts of the staff area because of damp. There is an attractive bar area in one of the lounges but this is used for storage. This area was previously used for snacks and drinks and could be a welcome addition for people. The maintenance team take a lot of pride in their work and have good knowledge of their priorities.

Most bedrooms are light and airy with many having pleasant views. People have personalised them with photographs, soft furnishings and ornaments. Some people have brought in their own furniture to help personalise their rooms further. Many bedrooms have ensuite facilities and there are additional bathrooms and toilets throughout the service.

The areas just outside the building are accessible for people and there are some raised beds meaning people can contribute to the gardens. During the inspection, the maintenance team were planting some vegetables and flowers for people to enjoy watching grow. There are some pods which can be used for people to meet with visitors or to just spend time outside.
Internet access throughout the service is patchy, meaning some people do not have access to it. Whilst care workers may write their notes contemporaneously, they may not be uploaded to the electronic system until they are back in an area where there is a signal.

Standards of cleanliness throughout are good, with several people describing it as "*spotless*". There are no malodours and the housekeeping team clearly take a lot of pride in their work, recognising their important contribution to people's overall care and support.

The kitchen has been awarded the maximum score of five by the Food Standards Agency. The kitchen appears clean and staff have the equipment they need, although one of the freezers would benefit from defrosting. Food cupboards are well stocked.

The maintenance team have good processes in place for making sure equipment and services are in good working order. This includes regular checks and cleaning of beds and wheelchairs; water safety checks including legionella and electrical safety checks. They have good knowledge of the service and work flexibly to make sure standards are maintained.

Confidentiality is maintained. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and are asked to record their visits in a visitor's book when entering and leaving.
Care records are held electronically, and staff personnel records are securely stored in the

Manager’s office.

Leadership & Management — Good

The provider has good oversight of the service. The Responsible Individual (RI) visits the service regularly and also works some shifts. They describe having a close working relationship with the manager. Care workers find the manager and RI to be responsive and are able to discuss any ideas or concerns they have with them. Reports written are comprehensive and reflective and used to consider how improvements can be made.

Care workers are appointed following a robust recruitment process. Staff files are easy to navigate and contain the information needed, including photographic identification, references and security checks. Care workers are appropriately registered with Social Care Wales, the workforce regulator and nurses are registered with the Nursing and Midwifery Council. Care workers are supervised and they have the opportunity to discuss their work and get constructive feedback.

There is an emphasis on training. Care workers have training in a range of areas including first aid, dementia care and Moving & Handling. Whilst most training is up to date there are some gaps and some training has been booked. Care workers consider they have the training they need to safely and effectively carry out their duties.

Care workers feel valued and supported. They are able to raise any ideas or concerns and are confident of getting a helpful and timely response.

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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