



### Thistle Court Nursing Home



Thistle Court Nursing Home, Thistle Court Ty Canol, Cwmbran, NP44 6JD



01633 877572

The inspection visits for this service took place between 12/01/2026 and 15/01/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Thistle Court Ops Ltd.                                                                                                       |
| Care Type:                               | Care Home Service<br>Adults With Nursing                                                                                     |
| Provision for:                           | Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health                  |
| Registered places:                       | 37                                                                                                                           |
| 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:

Thistle Court Nursing Home is a purpose-built care home situated on the outskirts of Cwmbran town centre. The service provides accommodation, care and nursing support for up to 37 older adults.

People's wellbeing and the care and support they receive are both rated good. People experience positive well-being because staff encourage everyday choice, support autonomy, and promote dignity and respect. Personal plans clearly set out how individuals prefer their needs to be met and are reviewed regularly, to ensure they remain relevant to people's changing needs.

The environment people live in, and the leadership and management of the service are also rated good. The ongoing redevelopment of the dementia friendly surroundings enhances comfort, orientation and meaningful engagement. People benefit from living in a safe, well-maintained setting that supports both independence and security. Leadership and management are effective, with strong quality assurance arrangements that promote continuous improvement and ensure good standards of care.

## Findings:



### Well-being

Good

People living at Thistle Court experience a caring and respectful culture that supports their sense of dignity, choice and emotional wellbeing. People appear well cared for, relaxed and settled within their surroundings. Friends and relatives can visit when they wish, helping people maintain important relationships.

People are encouraged to have control over their day to day lives where possible and make as many everyday choices as they can including, for example, where and how to spend their day, food and drink options. The service promotes positive and meaningful occupation for people. Plans are person centred, include people's social histories, likes, dislikes and preferences. Regular meetings give people a clear voice in shaping how the service operates, and there are opportunities for people to contribute to the ongoing review of their plans.

People are encouraged and assisted by staff to be as healthy as they can be. People's allergies, specialist diets and favourite food are known, and nutritional meals help people remain healthy. The service assesses people's care and support needs and any associated risks to their health and well-being. These are documented in personal plans, providing guidance for staff on how to support individuals with their health and wellbeing needs. Care staff know the people they are supporting well and seek medical assistance quickly when required. Staff at the service are skilled in supporting individuals who become distressed, helping them feel reassured and safe. People consistently receive their prescribed medicines to help them stay healthy.

The service protects people from harm through a safe and well-maintained environment. Individualised risk assessments and personal plans guide staff in supporting people safely. The necessary authorisations are in place for people whose freedom is restricted. Recruitment and vetting processes ensure staff are suitable for their roles. The service is led by an approachable manager, who ensures the service runs safely and smoothly. Standards of practice are carefully monitored through robust systems of audit. The Responsible Individual (RI) works with the manager to make changes and refine systems that will enhance people's experiences further.

The environment is homely and welcoming. The provider continues to invest in the property to enhance people's wellbeing. Individuals' rooms are personalised with their possessions on display which promotes belonging. People can move around safely and have access to the specialist equipment they need. There are systems to help mitigate risks to the health and safety of people at the service. The service promotes hygienic practices and effectively manages infection prevention and control procedures.

The service celebrates and embraces Welsh culture, for example celebrating events such as St

Dwynwen's day. The service aims to facilitate requests for Welsh language documentation and support although this is not currently required.



## Care & Support

Good

Throughout our inspection, we observed positive interactions in which staff demonstrated genuine familiarity with individuals' needs, preferences and communication styles, resulting in people looking relaxed, comfortable and reassured. One person we spoke with told us, "*Staff are great*" and "*they are there when I need them.*" People receive the care and support they need to achieve their personal well-being outcomes; care is consistently person-centred and responsive to individual needs.

An assessment is completed before people move into the service to ensure people's needs can be met. This leads to the development of bespoke personal plans which clearly set out how individuals wish to be supported and the areas where they may require assistance. Plans incorporate social histories, personal preferences, likes, dislikes, and wishes, ensuring care remains person centred and the person's voice is central. Risk assessments highlight individual vulnerabilities and contain information on how to keep people safe. Personal plans are reviewed regularly to ensure they remain up to date, and the service is progressing work to consistently evidence people's involvement in these reviews.

There are systems in place to ensure that people's best interests are promoted. People's liberty is protected in line with legislation. If restrictions are needed to keep people safe, the service ensures correct processes are followed and Deprivation of Liberty Safeguard (DoLS) authorisations are sought. The service maintains a record of applications it has made and expiry dates, to ensure the necessary legal arrangements remain valid.

Appropriate referrals to health and social care professionals are made with recommendations acted upon by the service. People's health is monitored to enable the service to act responsively to any change in their needs. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Medication audits are completed on a regular basis at the service to identify and resolve any discrepancies promptly.

Infection prevention and control practices are good. Staff are appropriately trained and competent in the use of personal protective equipment (PPE) and infection control practices. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



## Environment

**Good**

Thistle Court provides a homely, welcoming, and calm environment that supports people's comfort, safety and wellbeing. The atmosphere during our inspection was relaxed, and people appeared settled within surroundings that are thoughtfully presented and well cared for. A keycode system prevents unauthorised access to the building and helps keep people safe as they move around.

The accommodation is thoughtfully presented and benefits from ongoing refurbishment. The changes to the physical environment have made a positive impact on people's quality of life and wellbeing. The environment is dementia friendly with many interesting areas to stimulate people. There are communal areas for people to choose to be in the company of others. People have their own rooms, which are laid out according to people's needs and interests, many contain people's own furniture, furnishings and personal possessions. This gives a homely feel to their surroundings and a sense of identity and belonging. There are sufficient toilet and bathing facilities available, adapted bathrooms improve people's accessibility and promote independence.

People live in a safe environment, with safety checks being conducted on a regular basis to identify and mitigate risks to health and safety. The service promotes a good standard of hygiene and infection control. Domestic staff are employed to ensure all areas of the home are clean, tidy and fresh, which we observed. Care staff complete training in relation to infection control and have access to personal protective equipment (PPE). The service employs a small team of maintenance staff to complete general repairs and upgrades plus routine health and safety checks. External contractors are used to complete specialist works. We saw care staff using equipment to support people in a safe, calm and confident manner. Records confirm that specialist equipment is serviced and inspected within recommended timescales. Fire safety tests and checks are completed on a regular basis, including fire drills. Personal emergency evacuation plans are in place and accessible in the event of an emergency.

The provider continues to invest in the environment. Both private bedrooms and communal spaces are furnished and equipped to a good standard. Kitchen facilities are continuing to be updated whilst delivering a varied menu each day. The service received a food hygiene rating of 5 (very good) following a recent inspection by the Food Standards Agency in January 2026.



## **Leadership & Management**

**Good**

Leadership and management at Thistle Court is effective and focused on ensuring people experience good wellbeing outcomes. Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The Responsible Individual (RI) maintains meaningful oversight of the service and is committed to continuous improvement in quality assurance, governance, and auditing. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reviews are completed every six months and identify what is working well and where further improvements can be made.

The service manager has daily oversight of service delivery, supported by a deputy manager and a team of nurses and senior staff. The manager is experienced and suitably qualified for the role. The management team are visible and present in the service, nurturing and developing the staff team to ensure they can deliver a good standard of care and support. Systems are in place to monitor people's health and wellbeing, ensuring any required follow up actions are clearly recorded. A complaints process is in operation and compliments received from relatives and visiting professionals are shared and celebrated.

There are good processes in place to ensure safe recruitment. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. New staff are supported to complete an induction to support them into their caring role. This includes completing mandatory training to ensure staff have the required knowledge and skills to support people at the service.

The service has strengthened its systems to evidence staff supervision, and further development is planned to ensure all staff receive formal one to one supervision with line managers, ensuring they are held on a regular basis to discuss practice and career development needs. This remains an area for improvement which we will follow up at the next inspection. Formal annual appraisals are also being introduced. Staff continue to undertake group supervisions to discuss specific topics and benefit from regular welfare calls from staff within the company's head office.

Training records show most staff have completed core and refresher training in a timely manner. All eligible care staff are registered with Social Care Wales, the workforce regulator and nurses' registrations are valid, demonstrating their suitability for practice. Care staff told us they are happy in their roles and feel supported by management. Staffing levels were sufficient during our inspection to meet people's needs. The staff rota showed consistent levels of staff each day and a reduction in the use of agency staff at the service, supporting stability and continuity.

## 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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Without regular formal staff supervision to discuss work performance, people are at risk of receiving poor and potentially harmful care practices. | 23/07/24        |

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



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