



Bargoed Care Home



Bargoed Care Home, Heol Fargoed, Bargoed, CF81 8PQ



01443879005



<http://www.bargoedcare.co.uk>

The inspection visit took place on 10/06/2026

Service Information:

Operated by:	Omnia Care Home Group Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	45
Main language(s):	Welsh and 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

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Bargoed Care Home is located in the town of Bargoed, within the Rhymney Valley. The home has easy access to local amenities and is part of a welcoming community environment. We found that people living at the home experience excellent outcomes across all areas of the service.

Well-being is excellent. People consistently report they feel safe, happy, and well supported. Individuals are actively engaged in meaningful activities, including therapy visits, group sessions, and personalised one-to-one support. The service promotes independence and choice, and the Welsh language active offer is embedded, ensuring people can communicate in their preferred way. This results in people experiencing a strong sense of belonging and improved quality of life.

Care and support is excellent. Care planning is highly detailed and person-centred, supported by strong systems such as skin integrity, falls audits, and real-time personal care monitoring. These ensure care is proactive, responsive, and leads to positive health outcomes for people.

The environment is excellent. It is clean, safe, and homely, with personalised spaces and features such as memory boxes supporting people's identity and engagement.

Leadership and management is excellent. The service benefits from a visible and effective manager, a highly trained staff team, and robust governance systems. Staff feel valued and supported, and have time to provide high-quality care, resulting in a positive culture and consistently high standards across the service.

Findings:



Well-being

Excellent

People living at Bargoed Care Home experience consistently positive outcomes and are supported to live meaningful, fulfilled lives. During our visit, we observed people appearing relaxed, comfortable, and content in their surroundings. People spent time in ways that reflected their preferences. Some chose to remain in their rooms, which were personalised and homely, while others participated in activities or socialised in communal areas. This demonstrated that people are supported to make choices about how they spend their time.

People told us they felt safe, valued, and well cared for. One person said, *“The staff are lovely, they look after me... I feel safe and happy here.”* Relatives also spoke highly of the service; one said, *“Dad’s wellbeing is so much better since being here... he’s not isolated anymore and he’s happy.”* This feedback was consistent and demonstrated a strong sense of trust and confidence in the service.

The service provides a varied and responsive programme of activities. We saw both structured and flexible opportunities, including group sessions, one-to-one engagement, and spontaneous activities based on people’s interests. Staff told us they adapt activities depending on what people want to do, ensuring they are meaningful rather than routine driven. We noted the use of therapy dogs, which offered sensory comfort and engagement, and regular visits from local schools, supporting intergenerational interaction. This resulted in a warm, inclusive, and community-focused atmosphere.

The service actively promotes the Welsh language offer. Welsh-speaking people are supported appropriately, and opportunities are created for cultural engagement, including school visits. This ensures people can communicate in their preferred language and maintain their cultural identity. We found that people are safeguarded and protected from harm and abuse. Staff demonstrated a clear understanding of safeguarding procedures and were confident in recognising and reporting concerns. People told us they felt safe living at the home, and relatives shared this view, expressing confidence in the staff team and management. Safeguarding systems were well established, supported by regular training and ongoing oversight, ensuring people’s safety and wellbeing are consistently promoted.

Care documentation we reviewed reflected a strong focus on well-being outcomes. Personal plans clearly included people’s preferences, routines, histories, and aspirations. These were regularly reviewed with the involvement of people and their families, ensuring care remained responsive to changing needs.

Overall, there is a strong sense of community, belonging, and individuality within the service. People are supported to enjoy a high quality of life, with care that is personalised and meaningful. Relationships between staff and people are sincere, respectful, and compassionate, and there is clear evidence that people's voices are heard and acted upon in the day-to-day running of the service.



People who live at Bargoed Care Home receive highly personalised, safe, and responsive care, supported by robust systems and skilled staff. Throughout our inspection, staff demonstrated a strong understanding of people's needs and delivered care in a respectful and dignified manner. Care planning is of a very high standard. The service uses a bespoke electronic care planning system, which is detailed, easy to navigate, and regularly updated when needs change. Plans clearly reflect people's health needs, preferences, risks, and outcomes. We saw evidence that personal plans are reviewed routinely and updated promptly, with individuals and their families actively involved in this process. This ensures care remains current and responsive to people's changing needs.

A key strength of the service is the level of time-sensitive monitoring and recording. Daily notes are completed in real time and provide clear, chronological accounts of care and support. This ensures continuity and enables staff to respond quickly to any changes. Records are detailed and outcome-focused, demonstrating a proactive and preventative approach to care delivery.

The service demonstrates particularly strong practice in clinical monitoring and risk management. This includes the use of skin bundles, ensuring regular monitoring of skin integrity. We saw evidence of frequent checks, particularly for individuals at risk, with staff often exceeding minimum requirements. One person's records showed checks being carried out more frequently during personal care, demonstrating proactive and preventative practice and reducing the risk of skin breakdown.

There is robust oversight through falls audits, which analyse patterns such as time, location, and contributing factors. These audits are used effectively to inform changes in care, including medication reviews. For example, one individual experienced a reduction in falls following a medication adjustment, clearly evidencing learning and improved outcomes.

Medication systems are safe and well managed. Staff demonstrate competence and confidence, and records show accurate administration and monitoring. There is clear evidence of protocols for PRN medication, with outcomes recorded to inform ongoing review.

External professionals are routinely involved in people's care, including GPs, dentists, and chiropodists. This ensures individuals' healthcare needs are met holistically and in a timely way. Staff spoke positively about their roles and consistently reported they have sufficient time to provide care without feeling rushed. One member of staff told us, *"We have time to sit and talk with residents... it makes a big difference to their wellbeing."*

Overall, there is strong integration between assessment, planning, and delivery of care, supported by high-quality recording and proactive clinical oversight. The service demonstrates a highly effective approach to anticipating needs and responding to change, resulting in consistently

positive outcomes for people.



Environment

Excellent

The environment at Bargoed Care Home is safe, clean, well maintained, and supports people's wellbeing. Throughout our visit, we observed a homely and welcoming atmosphere, with spaces designed to meet the needs of the people living there. This ensured people felt comfortable and at ease in their surroundings.

Bedrooms are personalised with individuals' own belongings, photographs, and furniture, reflecting their identity and preferences. This contributes to a strong sense of comfort and familiarity. Communal areas are appropriately furnished and provide opportunities for social interaction, while also allowing space for quieter time where required.

We saw the use of personalised memory boxes located outside people's bedrooms, which support individuals' identity, dignity, and sense of belonging. These were thoughtfully arranged with photographs, personal items, and memorabilia meaningful to each person. Staff told us they use these as prompts to support engagement and conversation, particularly for people living with dementia. This helps staff quickly understand individuals' backgrounds and preferences, promoting meaningful interactions and enhancing emotional wellbeing.

The home is visibly clean and tidy throughout, and effective infection control practices are in place. Cleaning schedules are maintained, and staff demonstrate a good awareness of hygiene procedures. We observed appropriate use of personal protective equipment where required, which supports people's health and safety.

Safety systems are comprehensive. Records confirm that essential servicing and maintenance checks are carried out regularly, including fire safety systems, emergency lighting, gas, electrical testing, and equipment servicing. Window restrictors are fitted, and restricted areas are secured appropriately. We reviewed documentation relating to safety measures, including fire risk assessments and legionella checks, which are up to date. Equipment such as hoists and lifts are serviced regularly, ensuring they remain safe for use. PEEPs are in place for individuals who require them and are kept under regular review. This ensures appropriate arrangements are in place in the event of an emergency.

People we spoke with expressed satisfaction with the environment, and relatives also commented positively on the cleanliness and overall upkeep of the home. Outdoor areas are accessible and well maintained, allowing people to enjoy fresh air and outdoor space when they choose.

Overall, the environment consistently supports people's privacy, dignity, and independence, while ensuring safety and accessibility. The service demonstrates a very high standard of environmental

care, with strong attention to detail and effective systems in place to maintain a comfortable and safe living environment.



Bargoed Care Home is very well led, with strong and effective leadership underpinning the quality of care provided. The management team demonstrates clear oversight, a commitment to continuous improvement, and a strong focus on achieving positive outcomes for people.

The manager is visible, approachable, and actively involved in the day-to-day running of the service. Staff speak highly of the leadership, describing it as supportive and empowering. One member of staff told us, *"This is the best care home I've ever worked in... I'll never leave."* Another said, *"We feel valued here, and we are supported to do our jobs well."* Staff morale is notably high, with many describing a strong team ethos. There is clear evidence of mutual respect and support among staff. Staff consistently reported they are not rushed and have sufficient time to provide high-quality care, which has a positive impact on people's experiences.

The service demonstrates a strong commitment to training and development. Training compliance is high, and staff have access to both online and face-to-face training, alongside competency assessments. This ensures staff are skilled, confident, and competent in their roles. Opportunities for progression are also evident, with staff supported to gain qualifications and develop professionally.

Governance systems are robust, embedded, and highly effective. The service carries out a wide range of audits, including medication, falls, infections, wound care, and health and safety. These are completed regularly and used proactively to identify trends, implement changes, and improve outcomes for people. Regular meetings, including staff meetings and daily handovers, support effective communication across the team. Records show that important information is shared and acted upon in a timely manner. Recruitment processes are safe and compliant, and staff receive regular supervision and appraisal to support their ongoing development.

Overall, the service is well organised, forward-thinking, and focused on continuous improvement. There is clear evidence that leadership drives high standards and supports both staff and people to achieve the best possible outcomes. There is also a strong culture of openness and accountability, where staff feel confident to raise concerns and contribute to service development. The leadership team demonstrates effective oversight of both day-to-day operations and longer-term planning, ensuring the service remains responsive to people's changing needs. This proactive and reflective approach results in sustained high-quality care and continuous improvement across the service.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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