



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Pen y Hill



Pen Y Hill House, Pen Y Pound, Abergavenny, NP7 7RW



01873859139

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	Achieve together Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	5
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:

During inspection the following themes were considered; Wellbeing, Care and support, environment and leadership and management. All four areas have been rated as good.

Warm and compassionate relationship were observed during inspection with a doing with and not for approach. People are supported to take part in activities of their choice by using a new system whereby people can select daily what they wish to do rather than relying on a formal structure. The bedrooms at Pen Y Hill provide a personalised personal space for people to enjoy. The rooms are decorated with personal colours, personal hobbies and interests in mind. The leadership team are supportive and responsive to the needs of the staff and the people that are supported within the service.

Findings:



Well-being

Good

People are treated with dignity and respect. People have control over their day to day lives and are aware of their rights and entitlements.

There are systems in place which support people to make informed choices about their daily activities. The care workers provide a photo folder of local visitor attractions to support people in making decisions around what activities they wish to do on any given day. Examples include St Fagans, the monkey sanctuary, and local beauty spots. The flexible approach to community visits reflects peoples choice on a given day. On the day of inspection, staff supported people to visit the shops to select a birthday gift for a fellow resident. A picnic in the park is also been planned to enable people, families, and the Pen y Hill community to celebrate together.

Information is provided in a way people understand. A safeguarding manual has been adapted to include photographs providing a visual aid to demonstrate how people can report any issues they are concerned about in a safe and accessible way.

Staff work closely with external stakeholders to address any gaps in information, advocacy, or support. People receive input from a range of health professionals such as district nursing and speech and language therapy. Staff maintain up-to-date professional contact details in each person's file ensuring relevant health information is recorded and can be closely monitored.

Staff provide attentive and empathetic support with daily decision-making, using people's preferred communication methods. For example, using closed questions and observe hand gestures to interpret people's wishes and feeling. Warm and engaging interaction was observed during inspection between people and staff.

Peoples physical, mental, and emotional health and wellbeing is supported by staff with extensive knowledge of individual needs. People receive support to form friendships and are encouraged to share hobbies, spend time together, and support one another. Staff have a strong understanding of safety and balance risks and benefits effectively to promote wellbeing and community involvement. Staff know people very well, with many having provided long-term support, and describe people they support as a part of their extended family.

Although people cannot manage their finances directly, staff make decisions that enhance their quality of life. Financial support arrangements are clear, safe, and accountable.



Care & Support

Good

People experience consistently good quality care and support. Staff gather highly detailed information from other professionals and organisations already involved in people's care; to be sure they can appropriately meet people's needs within the service.

Staff place exceptionally high value on conversations with people to build very strong relationships with them. A person-centred approach ensures that the transition period into the service is at a style and pace that supports the persons needs and wishes, ensuring everyone feels comfortable.

Consideration is taken to the layout of the service ensuring peoples emotional, physical and psychological well-being needs are being met. A holistic review is considered throughout. People are supported to receive the specialist care to meet their changing needs.

People are treated with fairness and with dignity and respect during reviews of their care. People's preferences and individual needs are very clear so it is clear to staff what people can do for themselves and what areas staff need to assist. Providing a doing with and not for approach.

Staff always seek to improve care, treatment, and support by working with health professionals who have the equipment that people need to enhance their quality of life. Staff worked with external organisations to ensure that people had the wheelchair they needed.

People are supported by staff who have an excellent understanding of people's individual needs and preferences. The staff are dedicated and many have worked at the service for many years. During inspection people were observed to have a warm relationship with people who support them, people can express their wishes and feeling with ease.

Safeguarding referrals are made in a timely manner, with continuous updates to relevant professionals, demonstrating transparency and a commitment to the needs of the people. All staff understand and follow the All Wales Safeguarding Procedures. Relevant and regular training is undertaken by staff along with reminders within monthly meetings regarding any updates or legislation changes. Health passports are highly personalised, with staff acting as advocates for people when necessary. People are also supported by external advocates.



Environment

Good

People can choose to use a range of communal and private areas where they can spend time alone, socialise or welcome visitors. These include dedicated craft spaces, a communal sitting room, a dining room and a kitchen. In food preparation, staff encourage people's independence and autonomy where appropriate by involving people in good food hygiene practices. Lower worktops enable everyone the opportunity to take part in cooking activities if they wish. Photographs seen during inspection showing people enjoying this space for these activities.

The service uses technology and equipment effectively to meet people's care and support needs and to promote independence. Bedroom layouts support safe movement from the bedroom to the adapted shower space. People are also able to move around the service with use of equipment to support their mobility, for example a walking aid.

Each bedroom is personalised to reflect individual interests. During the inspection, people were observed enjoying their personalised spaces. Features include individual names on doors, chosen paint colours, and graffiti-style artwork in line with personal preference. Rooms reflect their hobbies and interests, providing unique and meaningful spaces.

There are some areas identified during inspection that would benefit from being refreshed. The registered manager provided assurances the areas would be updated.

The outdoor space was identified by staff as an area that required attention to enhance people's access to the outdoor space directly from the accommodation. However, people benefit from regular and meaningful time within the local community and further afield.

All relevant safety certificates are in place and reviewed during the inspection. We are assured the premises comply with all relevant legislation and national guidance. The service also undertakes regular health and safety checks as well as, fire and environmental checks. The service has Food Standards Agency rating of 5, which means people can be assured food preparation is supportive of hygiene practice.

Security arrangements protect people's rights, privacy, and dignity. People's personal property is safe and secure. Entrances to the building are secure, and ensure people are safe, whilst also providing appropriate escape routes in the event of a fire.



Leadership & Management

Good

The service provider promotes a strong, positive culture that is supportive, inclusive and respectful. Leaders remain visible and confidently guide the strategic direction of the service, modelling expected behaviours and steering the service effectively through challenges.

Managers are accessible and responsive to the needs of the staff team. Senior managers complete regular audits and visits. Staff feel comfortable raising concerns or complaints and feel confident in their role because of the training they receive. Staff feel confident that if they ever require additional training this will be provided either online, in person training session or professional-specific training delivered by external specialist.

Monthly audits take place with the use of an online system, ensuring that process is completed on schedule, with triggers sent to the Responsible Individual (RI) for their attention and action as necessary. Examples of audits include health and safety requirements and training compliance.

Staff report that managers listen to their concerns and act appropriately. This includes responding to safeguarding matters, complaints, observations from people, and requests for additional training. Supervision sessions take place regularly and discuss matters relating to service delivery as well as matters relating to staff well-being.

People feel confident raising concerns because the service promotes a strong culture of openness and transparency. Staff understand their duty of candour and whistleblowing responsibilities. Staff receive training on how to raise concerns, including their professional obligations, and feel confident reporting issues to managers.

The service provider has strict selection and vetting processes for hiring staff to ensure all staff are qualified and trustworthy. Permanent staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

Regular team meetings and staff appraisals are held. The meetings ensure that staff members are happy and address any concerns, up to date on training and discuss developments within the service. Through structured and informal conversations staff have opportunities to express their needs, wants and expectations.

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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