Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Glencourt

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The inspection visit took place on 04/08/2026

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:

Glencourt is a small care service without nursing in Caerphilly supporting people with a range of needs and abilities. At our previous inspection, we identified significant concerns relating to the quality of care and the effectiveness of oversight by the Responsible Individual (RI), resulting in the issuance of two Priority Action Notices (PANs). At this inspection, we found significant improvements across all areas of the service and acknowledge the considerable commitment, dedication and hard work demonstrated by the provider, leaders and staff in achieving these changes.

Of particular note has been the comprehensive redevelopment of people's personal plans, which are now more person-centred and outcome focused. The provider has also strengthened quality assurance arrangements, resulting in improved monitoring, oversight and accountability. A newly appointed RI has introduced more meaningful systems for regulatory visits and reporting, providing greater scrutiny and improved alignment with regulatory expectations.

As a result of the progress made, we are satisfied that the concerns which led to the PANs have been addressed and both have been removed. The service has achieved ratings of ‘Good’ across all four inspection themes.

Findings:

Well-being — Good

People are supported to have choice and control over their daily lives and are encouraged to maintain their independence wherever possible. Since the previous inspection, significant improvements have been made to care planning arrangements, resulting in personal plans that are more person-centred, detailed and outcome focused. Plans now provide clear information regarding people's communication needs, health requirements, preferences, aspirations and desired outcomes. Where possible, people have been involved in developing and reviewing their plans, ensuring their views, wishes and life experiences are reflected throughout.

Staff demonstrate a good understanding of individuals' needs and communicate with people in ways that promote participation, choice and informed decision-making. We observed warm and positive interactions between people and staff. Staff used appropriate tactile reassurance and support where this was welcomed, which had a positive impact on people's mood and engagement. The provider has focused on embedding a more positive, person-centred culture within the home, and this was evident in the relaxed atmosphere and positive experiences observed.

People are supported to live healthy, safe and fulfilling lives. People’s health needs are clearly identified and monitored, and personal plans are regularly reviewed and updated to reflect their changing needs and circumstances. The complete renovation of care planning documentation has strengthened how people's wellbeing outcomes are identified, monitored and evaluated, providing staff with clearer guidance regarding the support required to promote positive outcomes. Risk assessments take a proportionate approach to positive risk management, enabling people to maintain as much independence and control as possible whilst ensuring their safety and wellbeing remain protected.

The service supports people to maintain meaningful relationships and participate in activities and experiences that are important to them. Improvements to people’s accessibility, including the installation of a wheelchair-accessible ramp and investment in more suitable transport, have increased opportunities for people to participate in community life. These developments have enabled people to access a wider range of social, recreational and community-based opportunities that support their wellbeing and quality of life. Further work is planned to enhance activity provision, ensuring people are supported to participate in a wide range of meaningful opportunities that reflect their interests, preferences and aspirations, whilst contributing positively to their wellbeing and quality of life. The service also continues to promote the Welsh Active Offer, with people's language preferences clearly documented and Welsh language resources available throughout the home.

Care & Support — Good

Significant progress has been made since the previous inspection through a comprehensive review and redevelopment of personal planning documentation. Personal plans are now more detailed, consistent and reflective of individuals' strengths, support needs, preferences and aspirations. People, and where appropriate those important to them, have been involved in the development and review of their plans, helping to ensure support remains personalised and responsive. Improved review processes have strengthened the service's ability to monitor progress towards outcomes, evaluate the effectiveness of support and respond promptly to changing needs.

People receive care and support that is focused on achieving outcomes that are important to them. Staff demonstrate a good understanding of people's individual needs, preferences and routines and were seen supporting people in line with the preferred support styles. Support is delivered in a way that promotes choice, dignity and participation, helping people remain involved in decisions about matters that affect them. Improvements have contributed to a more person-centred approach to supporting people and achieving positive outcomes.

People are protected through effective safeguarding arrangements and robust risk management processes. Risk assessments provide clear guidance for staff and support a positive approach to risk-taking that promotes independence whilst maintaining safety. The service has established systems for identifying, reporting and responding to safeguarding concerns, and staff are routinely reminded of their safeguarding responsibilities. Individuals are encouraged and supported to express their views and participate in decisions regarding their care and support, helping to ensure their rights are respected and promoted.

People benefit from safe medication management practices and effective infection prevention and control arrangements. Medication systems were found to be robust, with appropriate arrangements in place for the storage, administration and monitoring of medicines. Records evidenced a continued focus on positive behaviour support approaches and reducing reliance on as required mood stabilising medication. The home was observed to be clean, tidy and well maintained, with sufficient stocks of personal protective equipment available and colour-coded cleaning equipment in use. These measures help minimise the risk of infection and support people to live in a safe and healthy environment.

Environment

Good

People live in accommodation that is safe, comfortable and suitable to meet their needs. The provider has invested in improvements to the environment which have enhanced the overall presentation of the home and created a more welcoming and homely atmosphere. Refurbishment works have improved communal living spaces and contributed to an environment that supports people's comfort, wellbeing and quality of life. Communal areas are clean, well maintained and provide opportunities for both social interaction and relaxation. People's bedrooms are personalised and reflect their interests, preferences and personalities. This supports people to feel comfortable within their home and promotes a sense of ownership and identity.

The provider has demonstrated a commitment to improving accessibility and ensuring the environment remains responsive to people's changing needs. Specialist furniture has been purchased to support individuals more effectively, and accessibility improvements, including the installation of a wheelchair-accessible ramp and the purchase of a more suitable vehicle, have significantly enhanced opportunities for people to access their local communities. These developments have supported greater inclusion, independence and participation in activities that matter to people.

Appropriate security arrangements help ensure people live in a safe environment without imposing unnecessary restrictions on their freedom. At the time of the inspection, we were asked to provide identification and record our attendance in the visitors' book, demonstrating suitable controls over access to the home. Appropriate health and safety arrangements are in place to help ensure people live in a safe environment. Regular servicing, maintenance and safety checks are undertaken for the premises and equipment, with records providing assurance that key systems are monitored and maintained. Fire safety procedures are well established, with routine drills and testing completed to help ensure staff are prepared to respond effectively in an emergency. The provider gave assurance that routine fire drills will continue to be undertaken, enabling all staff to participate over the coming months. We welcome this commitment and look forward to reviewing progress at the next inspection. Relevant health and safety certification provide assurance that appropriate testing, servicing and maintenance arrangements are in place to ensure compliance with applicable health and safety legislation and requirements.

Leadership & Management — Good

The service has made significant progress in strengthening leadership arrangements and embedding a culture focused on continuous improvement. Management demonstrated a good understanding of the service's strengths and areas requiring further development and were able to evidence actions taken in response to previous inspection findings. There is a clear commitment to improving outcomes for people, and the provider has invested considerable time and effort in driving positive change across the service. We recognise the hard work and commitment shown by leaders and staff in implementing substantial improvements since the previous inspection. The progress made within a relatively short timescale demonstrates a clear focus on continuous improvement and achieving better outcomes for people.

The provider has developed and strengthened quality assurance systems which support effective monitoring and continuous improvement. A range of audits, quality reviews and monitoring activities are undertaken across the service to assess performance, identify areas for development and evaluate the effectiveness of improvements. The service promotes openness and transparency and actively seeks feedback from people, their representatives, staff and professionals. Feedback is used to inform service development and improvement planning. The service provider maintains positive and constructive relationships with commissioners, healthcare professionals and the regulator (Care Inspectorate Wales), demonstrating a willingness to work collaboratively and respond appropriately to recommendations and feedback.

A newly appointed RI has introduced revised arrangements for completing regulatory visits and associated reports. These provide a more structured and meaningful evaluation of service quality and are more closely aligned with regulatory expectations. Recent RI visits demonstrate increased oversight of service delivery and a greater presence within the home, enabling the RI to develop a better understanding of people's experiences. The manager continues to maintain effective oversight of the day-to-day operation of the service and has demonstrated a strong commitment to driving improvement.

People are supported by a staff team that is increasingly skilled, knowledgeable and well supported. Improvements have been made to the quality and consistency of staff supervision since the previous inspection, with records evidencing more reflective discussions regarding practice, safeguarding, wellbeing and professional development. Training compliance has improved considerably and provides assurance that staff have access to the knowledge and skills required to support people safely and effectively.

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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