



Pennal View Residential Care Home Ltd



Pennal View Residential Home, Blaenpennal, Aberystwyth, SY23 4TR



01974251279

Date(s) of inspection visit(s): The inspection visit took place on 25/07/2025

Service Information:

Operated by:	Pennal View Residential Care Home Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	16
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Pennal View is a residential care home on the outskirts of Aberystwyth. Well-being is rated as good because people receive a service that is person centred and enables them to achieve their health and well-being outcomes. People have developed positive relationships with the familiar and caring staff.

Care and support is rated as good because people receive care and support from a team of passionate and friendly care workers. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are comfortable and relaxed throughout the home. Improvements have been made to the service and the provider has plans for future developments to enhance people's well-being.

Leadership and management is rated as good because the provider has good oversight of the service. The leadership ensures people receive good quality care from a team of dedicated and skilled care workers who receive good support from their managers.

Findings:



Well-being

Good

People are treated with dignity and respect; they are supported to identify their health and well-being outcomes. The service encourages people to use their strengths and to be as independent as possible. A visiting representative told us, *"They (all staff) take a real interest in her"*.

People have as much control as possible control over their day-to-day lives. They are supported to be involved in decisions that affect them, ensuring that their voices are heard.

People enjoy taking part in planned activities and there is unrestricted visiting for family and friends. People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives.

People are safeguarded from abuse and neglect. They are provided with a secure environment where they always feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. There are support systems to ensure any risks are promptly identified and addressed.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs.



Care & Support

Good

People are very happy with the care and support they receive. We observed many positive, friendly and relaxed interactions throughout the inspection. A person who lives at the service told us, *"This place is perfect, what more can I ask for, the girls are wonderful"*.

People experience good quality care because there is a detailed process before the manager agrees to provide the service. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

People are involved; the plan for their care and support is co-produced between them, their representatives, relevant professionals and the service provider. The personal plan outlines how staff should support people to achieve their well-being outcomes in line with their preferences. Health professionals who visit the service are positive about the quality of care and effective communication.

People's safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the service. This is reflected in people's individual plans.

People are offered choices in daily activities and enjoy pass times, such as selecting meals, participating in activities and engaging in hobbies. Welsh language and culture is promoted in the service.

People experience care and support that is dignified and respectful. They have positive interactions with staff, friends, family and each other. People are supported to attend appointments in related to health promotion. Staff are aware of their role in this and the current needs of each individual.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Regular reviews of medications are completed in a timely manner and audits ensure consistency of practice and good standards are maintained.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Issues identified with food hygiene practices following an environmental health visit have been actioned.



Environment

Good

The building is homely and well maintained. The provider has upgraded a bathroom, replaced flooring and has further plans to improve the décor. People's views and needs are considered when maintaining the building. Individual rooms are highly personalised and people decorate them with items of their own furniture, ornaments and equipment.

People access different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation.

Outdoor spaces are safe and the provider is waiting on work to be completed to make the grounds more accessible to all people, including those with physical challenges.

Safety is a key consideration at the service. People can easily navigate the home and access necessary equipment. The service manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

Security arrangements are in place to protect people without compromising their rights, privacy, and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of care through detailed and effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans

The Responsible Individual (RI) is a daily presence at the service and is well known by everybody involved. Feedback from people and staff is encouraged by them to support assessing the quality of the service and to make improvements. People know how they can provide feedback about their experiences of the service.

The manager is well supported by senior care workers. They have created a friendly culture, that enables people to live as well and as independently as possible. Care worker told us, *"It's lush coming to work and seeing the reaction of the residents"* and *"It's really rewarding making a difference"*. The manager knows people and we observed many open and friendly interactions during the inspection. Representatives are also positive about the communication at the service, one said, *"They are always at the end of the phone or email. They communicate well with us and are accessible"*.

Care workers have regular one-on-one supervision sessions with their manager at least quarterly to provide feedback and identify any training needs. The manager is looking for new options to conduct staff meetings to better meet the needs of the smaller team of care workers.

The service has an effective selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has an effective induction that prepares new staff for the role. Care workers are positive about the development opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with the manager or RI and are confident to report concerns if needed.

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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