



Red Rose Care Home



Red Rose Nursing Home, Park Road Victoria, Ebbw Vale, NP23 8UP



01495 352559

The inspection visit took place on 23/01/2026

Service Information:

Operated by:	BANYAN CARE HOMES 2 LIMITED
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	32
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

Excellent



Care & Support

Good



Environment

Excellent



Leadership & Management

Excellent

Summary:

Red Rose Care Home is located on the outskirts of Ebbw Vale. The service provides accommodation, care and nursing support for up to 32 older adults.

People's wellbeing is rated as excellent because staff consistently encourage everyday choice, support autonomy, and promote dignity and respect. There is a wide and varied range of group and individual activities available promoting physical, emotional and mental wellbeing.

People's care and support is rated good because personal plans clearly set out how individuals prefer their needs to be met and identify individual goals people would like to achieve. These are reviewed regularly, to ensure they remain relevant to people.

The environment people live in, and the leadership and management of the service are both rated excellent. 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 very effective, with strong quality assurance arrangements that promote continuous improvement and ensure good standards of care.

Findings:



Well-being

Excellent

People living at Red Rose Care Home experience excellent wellbeing. They are supported by a team of motivated and dedicated staff who support them to enjoy a very good quality of life. People are treated with respect and dignity and appear very well cared for, relaxed and settled within their surroundings. Staff support them to accomplish personal goals and experience new things. There is a wealth of engagement opportunities people can access depending on their personal preference. The activity coordinator is enthusiastic about organising and accessing tailored activities and events for people promoting physical, emotional and mental wellbeing. The service provider holds frequent themed events and parties for people to come together. Friends and relatives can visit without restriction and are encouraged to join in activities, helping people maintain important relationships and reducing the risk of social isolation.

Staff embrace individuality and give people as much control over their day-to-day lives as possible, for example, where and how to spend their day, food and drink options. Plans are person centred, include people's preferences and focus on people's strengths and abilities, with the opportunity to contribute to the ongoing review of these. Regular residents' meetings give people a clear voice in shaping how the service operates. The RI visits the service regularly and has discussions with people to help inform improvements at the service. 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. Care staff know the people they are supporting very well and seek medical assistance quickly when required. 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 guide staff in supporting people safely. The manager ensures the necessary authorisations are in place for people whose freedom is restricted. Recruitment and vetting processes ensure staff are suitable for their roles. 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.

The service celebrates and embraces Welsh culture, for example celebrating events such as St David's day. While no one currently requests documentation or support in Welsh, this could be facilitated if needed.



Care & Support

Good

Throughout our inspection, we observed kind and caring interactions in which staff demonstrated clear knowledge of individual's needs, preferences and communication styles. This resulted in people looking relaxed, comfortable and reassured. One person we spoke with told us, "*Staff are great and they help me when I need it.*"

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 sets out how individuals wish to be supported and the areas where they may require assistance. Plans identify and build on a person's abilities, interests and skills. They focus on what a person can do and what matters to them, ensuring the person's voice is central. Risk assessments highlight individual vulnerabilities and contain information on how to keep them safe. Personal plans are reviewed regularly to ensure they remain up to date, and opportunities to be involved in this are provided. People are supported to consider their own individual goals and outcomes, what support would be needed to achieve these and progress made towards achieving these are celebrated. The provider is investing in technology that will strengthen the monitoring and analysis of care records, enabling timely identification of any anomalies or inaccuracies.

There are systems in place to ensure 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 medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication audits are completed on a regular basis to identify and resolve any discrepancies. Changes to the recording of transdermal patch use and as required medication introduced during our inspection will be embedded into day-to-day practice moving forward.

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. The service received a food hygiene rating of 4, which means standards of food hygiene are 'good'.



Environment

Excellent

Red Rose provides a homely, welcoming and dementia-friendly environment, supporting orientation, confidence and the wellbeing of the people living there. People were observed to be relaxed, settled and comfortable within their surroundings indicating they feel safe and at ease. The provider demonstrates a very strong commitment and financial investment to ensuring the premises and any equipment is maintained and serviced to a high standard.

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 consideration how to support people with orientation around the building. A range of welcoming communal areas enables people to choose when they wish to be in the company of others. The planned development of the cinema room into a pub-style setting will further enhance opportunities for social interaction and meaningful engagement. People have their own rooms, which are laid out according to people's needs and interests, and contain people's 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, with recently adapted bathrooms improving people's accessibility and promoting independence.

The service promotes a very 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. Personal emergency evacuation plans are available. Records confirm that staff complete fire safety training and fire safety tests are completed on a regular basis, including fire drills. A keycode system prevents unauthorised access to the building and helps keep people safe as they move around. There are organised maintenance systems with clear lines of communication, so any repairs are logged and completed in good time. The service employs maintenance staff to complete general repairs and upgrades, as well as routine health and safety checks. External contractors are used to complete specialist works. Recent upgrades include the refurbishment of a bathroom to a very high standard and redecorating hallways to further aid orientation. 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.



Leadership & Management

Excellent

Leadership and management at Red Rose are very effective and focused on ensuring people experience good wellbeing outcomes. People receiving a service and their representatives expressed high levels of confidence in the leadership, noting the service promotes a positive, inclusive, and respectful culture.

Robust governance arrangements support the day-to-day operation of the service to ensure continued good 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. A range of very effective tools and audits are proactively used to identify areas of risk and/or improvement. Systems to monitor people's health and wellbeing are comprehensive, ensuring any required follow up actions are identified and recorded. A complaints process is in operation and compliments received from relatives and visiting professionals are shared and celebrated.

The RI demonstrates a very supportive and developmental approach, nurturing staff confidence enabling them to perform at their best. Staff turnover at the service is low, and the staff we spoke to are enthusiastic about, and happy in, their roles. There are robust processes in place to ensure safe recruitment of staff. New staff are supported to complete an induction to support them into their caring role. Care staff are provided with regular formal supervision, and nursing staff receive clinical supervision. Team meetings are held on a regular basis ensuring staff are involved in the development of service delivery. Training records show 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. Staffing levels were sufficient during our inspection to meet people's needs. The staff rota showed consistent levels of staff each day, supporting stability and continuity.

Ongoing financial investment in accommodation, catering, activities and staff development demonstrates a clear commitment to improving outcomes for people living at 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.

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