Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Pride in Care ltd Glandovery house

Glandovey House, Oliver Jones Crescent, Tredegar, NP22 3BJ

01495221666

prideincare.com

The inspection visits for this service took place between 20/07/2026 and 29/07/2026

Service Information:

Operated by:	pride in care ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Glandovery House is a small service which provides personal care and support for up to five adults, located in the Blaenau Gwent area. We rated well-being as excellent. People receive exceptional support from skilled and committed care staff who know them very well. People are supported to make choices, maintain important relationships, take part in meaningful activities and achieve outcomes that matter to them.

We rated care and support as excellent because care is highly personalised, responsive and outcome focused. Care staff anticipate and meet people's needs without delay and support people to maintain their health, independence and well-being.

We rated the environment as excellent. The home is welcoming, clean, homely and highly personalised. The provider monitors the environment and makes changes as people's needs change, supporting people to continue living fulfilled lives.

We rated leadership and management as excellent. Leaders promote an exceptionally strong person-centred culture, use effective governance systems to improve the service, and involve people creatively in decisions, including recruitment. People, relatives and professionals have high levels of confidence in the service.

Findings:

Well-being — Excellent

We rated well-being as excellent because people work towards and achieve highly personalised outcomes. The service promotes people's dignity, choice, safety, independence, positive relationships, personal development and community inclusion to an exceptional standard. Care staff know people extremely well and use highly effective, personalised communication methods to support people to have control over their day-to-day lives. We saw care staff offer clear choices about meals, shopping, drinks, activities and support arrangements. Care staff use objects, simple choices and people's preferred communication styles to help individuals express what they wanted.

People are consistently supported to work towards and achieve highly personalised well-being outcomes and build confidence and self-esteem through extensive strengths-based support. Personal plans and goal records focus on what people can do, what matters to them, and how staff can help them progress. Goals include domestic chores, shopping, meal preparation, horse riding, yoga, swimming and music groups. Records show staff review goals regularly, record progress, use photographs, and reduce larger outcomes into achievable steps. This highly personalised approach supports people to develop independence, confidence, skills and self-esteem.

People enjoy very strong, positive and respectful relationships with care staff and each other. We observed a relaxed, joyful atmosphere where people and care staff laughed together and enjoyed each other's company. People described care staff as "kind." Relatives gave very strong feedback and described care staff as "all excellent." Another relative said the service feels *"like going into my own home."* A visiting professional told us people are "thriving" because of the support they receive and described the service as *"warm, homely and nurturing".*

People are safe and protected from abuse and neglect through a very strong approach to rights, safety and least restrictive practice. Care staff understand people's needs, presentation and communication, which helps them identify early changes and respond quickly. The service supports people's rights and uses the least restrictive approach. Records show appropriate Deprivation of Liberty Safeguards arrangements are in place where needed, and staff understand how these protect people's rights and safety.

People have extensive opportunities to maintain important relationships and take part in their community. Families are welcomed into the service and included in meals, celebrations and events. Care staff support people to go out regularly, attend clubs, shop, take part in activities and maintain routines that matter to them. A visiting professional highlighted the service's exceptional community engagement and meaningful activities. Care staff also support people to manage their personal money safely through clear records and systems that promote choice, control and accountability.

People live in highly personalised accommodation that strongly supports their well-being. The home is clean, tidy, warm and homely, and people's bedrooms are personalised to a very high standard with photographs, décor and personal items.

Care & Support — Excellent

We rated care and support as excellent because people receive very high-quality, highly personalised care that helps them achieve their personal outcomes. The provider completes highly effective assessments before and during admission. Leaders gather detailed information from people, relatives, representatives and professionals to understand people's needs, wishes, strengths, risks and aspirations. This helps the provider make informed decisions about how they can meet people's needs and how new support will affect people already living at the service. Information gathering is comprehensive and person centred. We reviewed records that included initial assessments, admission planning, one-page profiles, social histories, communication guidance, likes and dislikes, personal outcomes, risk assessments and hospital passports. One record gave excellent detail about how a person communicates, what key words mean to them, who is important to them, what helps them stay well, and what care staff should and should not do to support them. This gives care staff highly personalised information and helps them provide consistent, respectful and effective support. Personal plans are strengths based, outcome focused and reviewed regularly. They show how care staff support people to maintain relationships, manage money, develop independence, access the community and follow routines that matter to them. Goal plans are particularly strong. They break outcomes into achievable steps, include target dates and milestones, and show progress through written updates and photographs. This highly effective approach helps people build confidence and make measurable progress in areas such as shopping, domestic tasks, meal preparation, leisure and community activities.

Care staff provide care in a dignified, respectful and skilled way. Records are written respectfully and show care staff record support as it is provided, including personal care, oral care, community access, health appointments, mood and presentation. Care staff respond promptly when people's needs change. We saw evidence of referrals to health professionals, including the GP, district nurse, chiropodist and diabetic nurse. Hospital passports are detailed and reviewed regularly, which supports continuity of care if people need health services.

People are protected from harm through clear risk assessments, positive behaviour support and rights-based practice. Risk assessments are updated when care plans change. Positive behaviour support plans include proactive strategies, baseline presentation, escalation signs and reactive strategies. Deprivation of Liberty Safeguards records show people's rights are protected and staff understand the importance of meeting any conditions attached to authorisations.

People's medication is safely managed. Medication records we reviewed were accurate, with no gaps in the sample checked. Staff complete stock checks, record administration clearly and store medicines safely. The service audits medication every month and uses learning to improve practice. For example, the provider strengthened the process for medicines given when required.

The home is clean, uncluttered and well maintained, and staff promote good hygiene and infection prevention in day-to-day practice.

Environment — Excellent

We rated environment as excellent because people live in a highly personalised, homely and well-maintained environment that strongly supports their well-being outcomes. The provider uses the available space creatively and thoughtfully, so people can move around the home, spend time with others, welcome visitors and take part in daily routines. The home is clean, tidy, warm and welcoming. Bedrooms are personalised to a very high standard with photographs, décor and personal items, helping people feel a strong sense of ownership and belonging. The provider monitors the environment against people's needs and outcomes and is highly committed to making updates and changes as people's needs change. Leaders gave a clear example of adapting the building so a person could remain living in their home alongside people they had lived with for many years. The provider worked with occupational therapy and installed a through-floor lift, which enabled the person to remain at the service and receive care in familiar surroundings. This demonstrates a very strong commitment to keeping people at the centre of decisions about the environment.

People benefit from excellent use of communal space. A relative told us the downstairs area is open plan and gives a person room to move around while also being safe. They said the person enjoys watching people cook in the kitchen, likes the conservatory and can see what is going on, while care staff can also see and support them. Families are welcomed into the home and invited to share meals and celebrations. This helps the environment feel like a family home and supports people to maintain important relationships.

The provider has strong systems for maintaining and reviewing the safety of the premises and equipment. We saw current checks and records for fire safety, emergency lighting, legionella, water temperatures, gas safety, portable appliance testing, health and safety audits and personal emergency evacuation plans. Six months of health and safety audits were reviewed. Where improvement actions were identified, leaders responded and updated plans. The provider had also considered how to manage medication storage safely during hot weather and sought pharmacy advice, showing proactive monitoring of environmental risks.

People are supported to live with as few restrictions as possible while staying safe. The entrance is secure, visitors sign in and staff check identification. Fire doors, window restrictors and emergency arrangements are in place. The provider has considered the balance between safety and independence when responding to a fire risk assessment action about a heavy kitchen door. Leaders put an interim risk assessment in place and arranged for a device linked to the fire alarm, so people can continue to move freely around their home while fire safety is maintained.

Leadership & Management — Excellent

We rated leadership and management as excellent because leaders promote a very strong, positive and person-centred culture. The values of the service are embedded within leadership, management and day-to-day practice. This shapes service delivery and enables people to achieve their personal outcomes and improve their well-being. Leaders at the service know people very well, listen to people and their representatives, as well as care staff and use this knowledge to make thoughtful decisions about care, staffing, activities and the environment.

Governance arrangements are highly effective and support continuous improvement. The Responsible Individual (RI) visits the service regularly and completes the required reports to a high standard. The quality-of-care review is comprehensive and self-analytical. It draws on a wide range of evidence, identifies strengths and areas for improvement, and sets out a clear action plan. Leaders at the service use audit findings and feedback to improve practice. For example, a medication improvement plan was developed following an incident, and medication processes have been strengthened.

Leaders are visible, hands-on and responsive. The home manager is experienced in both delivering care and managing and leading services. They manage Glandovery House as well as a second small care home operated by the provider which is located nearby. Staff told us managers are approachable, supportive and available for advice. A new member of care staff described receiving a thorough induction, including training, shadowing and time to get to know the people they support before working more independently. Care staff consistently said they enjoy working at the service and want people to have the best lives they can. Supervision records are very good and in depth, and appraisals use the information from these discussions to inform plans for staff development.

The provider places high value on people's views and uses creative approaches to make involvement in recruitment meaningful. For example, one person was involved in choosing their own one-to-one care worker. Team meetings take place regularly and are used effectively to review people's changing needs, progress towards goals and outcomes, and agree actions. Actions are followed up, such as seeking additional support time for social activities, arranging occupational therapy input, approving equipment and adapting support when people's needs change. This helps staff respond consistently and keeps people's outcomes at the centre of service planning. People, relatives and professionals have high levels of confidence in the service. Relatives described communication as very good and said they are happy with the management of the service. A visiting professional described managers as very communicative, responsive and proactive in following up actions. There were no complaints received by the service since its opening, and we read many compliments from relatives about the support people receive. Staff consistently told us they are confident in approaching leaders at the service and that any concerns raised would be acted on without delay. These findings show a very strong culture of openness, accountability and continuous improvement.

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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