



The Rhallt Care Home



The Rhallt Care Home, Salop Road, Welshpool, SY21 7DJ



01938 555504

The inspection visits for this service took place between 19/11/2025 and 20/11/2025

Service Information:

Operated by:	The Rhallt Care Ltd
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:	91
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:

The Rhallt is an 82-bed purpose built home located in a semi-rural position on the outskirts of Welshpool, close to local amenities and within easy reach of Oswestry, Shrewsbury and Newton. Just a few short miles away is the beautiful Welsh countryside. It has views of the mountains from the front, the canal at the back and has its own gardens. The Rhallt Care Home offers residential, respite, dementia, nursing, palliative, and day care for adults.

People have good well-being outcomes as they lead active, fulfilling lives supported by caring, motivated and dedicated staff. We found leadership and management is good as people have high levels of confidence in the service provider. Leaders make sure there is a strong, positive culture that is supportive, inclusive, and respectful. Care and support is good because highly skilled staff with a good understanding of their individual needs empower them to identify and achieve personal aspirations and highly positive outcomes. The environment is good, providing people with high quality accommodation which comprehensively meets their needs. People have access to both

internal and outside space promoting the practice of hobbies, encouraging independence and maximising wellbeing.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. People are actively helped by staff with attentiveness and empathy. Staff use their preferred communication methods. An experienced and committed team communicates consistently with people through various methods tailored to individual needs. We observed staff forming genuine connections with people, who appeared comfortable and happy in their presence.

People are supported to cultivate safe and healthy relationships. The service has a minibus which is used for trips. They encourage participation in activities that foster happiness and health, such as visits to a garden centre. The staff offer both indoor and outdoor options to enhance health and well-being. They cater for individual diets and celebrate special events. They emphasise hydration and healthy, varied diets.

People are safe and protected from abuse and neglect. Staff provide a secure environment where people feel safe. Safeguarding procedures are robust and staff understand them well. Up to date risk assessments give staff clear, consistent guidance and adapt to people's changing needs.

People live in accommodation that supports their well-being outcomes. People develop positive relationships within their community and with other people. They make visiting family feel welcome and make sure people enjoy quality indoor and outdoor spaces, which they use consistently. The service has several lounges and sitting areas and we observed individuals relaxing in their favorite areas of the home. Staff maintain safety through regular health and safety audits, including fire safety, infection control, and environmental checks.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Highly skilled staff support people with a deep understanding of their individual needs and preferences. Staff know people well. The service fosters a positive culture with a stable team, many of whom have worked there for years. The service uses different coloured name badges to show each staff member's length of service. This makes it possible to identify staff names and relevant levels of experience. Skilled and competent staff help people achieve personal outcomes. Risk assessments give staff clear, consistent guidance to minimise risks for both people and staff. Personal plans and risk assessments show how staff promote independence and make sure that people can lead fulfilled lives. They adapt plans and provide updated guidance when needs change. They access ongoing internal specialist support and regular training tailored to individual needs. Staff also seek external specialist support when necessary and demonstrate extensive knowledge of the people they care for.

People are at the heart of the service. The staff demonstrate this in everyday interactions. External professionals shared comments such as, "I have faith in the staff here, they are on the ball." A family member commented, *"I can't speak highly enough of the staff."* Another said, *"nothing's too much trouble."* *They always speak to you when you pass in the corridor.* A person using the service told us, *"Outstanding people, they do it with a smile on their face."* Another said, *"they look after you well and feed you well."* Staff make sure people receive regular health checks and maintain personal plans for key areas like oral care.

People's medication is safely managed and the provider's policy follows national guidelines. They store medication correctly to maintain safety and efficacy. They demonstrate strong knowledge of medication through regular training and competency checks by senior leaders. We found that, in some cases, the recording of rationale around need and requirement for covert medication was not clear. This was immediately understood by the leadership and a new form and process to rectify this was developed over night.



Environment

Good

The Rhallt Care Home provides a warm and welcoming environment which support the needs of people living there. In addition to the main building there is a separate building not currently being used. People's individual rooms ensure their dignity and privacy is maintained and they are encouraged to decorate and personalise their room according to their interests and preferences. Some of the bedrooms would benefit from updating and there are plans to replace the carpets with more suitable flooring. Bathrooms are clean and hygienic and support the needs of people. We saw specialist equipment in some of the bathrooms. Domestic staff work throughout the day and maintain high standards of cleanliness.

People and their visitors use a variety of comfortable communal and private areas, choosing whether to spend time alone or socialise with others. The provider has invested in communal areas with new furniture and flooring in some spaces and continues to implement an improvement plan throughout the home. One representative told us, *"It's always clean, furniture is in good order, exceeded my expectations"*. The provider also plans to enhance the environment to increase independence for people with cognitive issues.

An outside seating area gives people the opportunity to enjoy warmer weather, and the provider intends to further develop this space. The provider also arranges trips to nearby places of interest and beauty in the community.

The provider ensures the building and environment complies with current legislation and national guidance in relation to health and safety, fire safety and environmental health. Maintenance staff perform daily and monthly checks on the building and equipment, and they complete repairs promptly to promote safety and well-being. They also ensure regular servicing and maintenance of facilities and equipment.

Arrangements are in place to keep people safe whilst promoting their rights, privacy and dignity. Staff control access to the building, which remains secure. A digital sign-in system records who is in the building at any time in case of emergencies.



Leadership & Management

Good

There is strong leadership and a supportive management team in place. There are enough care staff and a stable team, with several having been in position for many years. Long service is recognised and awarded by the organisation. Staff are visible throughout the service and people told us they receive support when they need it. The manager is approachable and available to staff, visiting professionals, residents and their representatives. One family member said, "*The manager is always approachable, keeps me informed*". An individual told us, "*It's very good, it's run efficiently*". The manager is supported by the wider leadership team.

There is good oversight of the service and strong governance in place. There are established systems that provide effective quality monitoring and audits of care and support provided. There is no registered Responsible individual (RI) at present however the proposed RI is in the process of registering and is undertaking the duties of the RI. The proposed RI regularly visits the service and seeks the views of people using and visiting the service. Quality of care questionnaires are also implemented and the responses are used to drive continuous improvements. The most recent questionnaires are very positive about the care and support received.

The manager undertakes detailed audits of all aspects of care and support which are reviewed by the wider management team to identify any patterns and trends. These are then acted upon and procedures put in place to improve outcomes for people.

Policies are up to date and available to people and staff. Some policies required minor amendments to ensure they reflect the guidance and legislation in Wales.

A robust recruitment system ensures care staff have the necessary skills, qualifications and nature to undertake their role. Staff personnel files looked at were complete and hold all the required information. All staff are registered appropriately with professional bodies. Staff are also vetted to ensure they are suitably fit to undertake their role.

There is a comprehensive training and induction programme in place for staff. Records show that staff are up to date with their mandatory training and additional more specialist training is available depending on the needs of people being supported. A system has been recently introduced to enable staff to access training in a range of languages including Welsh. Staff receive regular supervision which provides an opportunity to recognise strengths and areas for training and development. Staff told us they enjoy their job and feel supported and trained sufficiently.

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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