



Severn View Park Residential Care Home



Clos Griffin, Portskewett, Caldicot, NP26 5DG



07813520977



<https://www.monmouthshire.gov.uk/>

The inspection visits for this service took place between 08/01/2026 and 09/01/2026

Service Information:

Operated by:	Monmouthshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
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

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Severn View Park Care Home is a purpose-built care home providing care and support to older people. The service also provides support to people for respite and rehabilitation. An onsite village hall creates a shared space for residents and the local community.

People experience good well-being outcomes because they are well known, understood and provided with care and support by an established staff team. The support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive is good. Plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. People and their representatives are involved in personal plan reviews. Care workers know people well and have positive relationships with them. People receive support to maintain and improve their wellbeing with involvement from professionals.

The purpose-built environment is rated as excellent because the freedom and space available, contributes positively to people's well-being. The design of the environment creates a feeling of homeliness and encourages positive, natural interactions between staff and people using the service.

Leadership and management is rated as good. People and staff provide feedback which contributes to assessing care quality and improving the service. Audits of quality of care contain analysis and action planning to improve service quality. Care workers receive an effective induction and ongoing training to support their professional development.

Findings:



Well-being

Good

People experience warm and respectful relationships with care workers who know them well. Care workers treat people with dignity and listen attentively to what is important to them. People receive support to identify their personal outcomes and are encouraged to build on their strengths. A person using the service told us, “*They can read me like a book, better than I know myself sometimes.*” Specialist assessments identify people’s strengths and are person centred. People’s lives, culture, likes, dislikes, spirituality, hobbies and identity are understood.

People make choices and have control over day-to-day decisions, ensuring their voices are respected and acted upon. People are offered choices and have opportunities to engage in activities that are meaningful to them, such as choosing meals, enjoying hobbies and accessing facilities in the community. On-site facilities draw the community to the service and provide opportunities for people to participate in group activities and socialise. The mealtime experience is a positive feature of daily life. Care workers support people sensitively, and people enjoy the social opportunities that mealtimes provide. The provider makes an effort to promote the use of the Welsh language and culture.

People receive support to make informed choices, including when they want to take positive, informed risks. People are encouraged to take positive risks, weighing benefits and drawbacks, to boost confidence and foster community involvement. This is reflected in people’s personal plans. We saw evidence of a culture that enables people to live full and meaningful lives while staying safe.

People feel safe living at the service. Safeguarding arrangements are robust, and care workers understand how to identify concerns and respond appropriately. People told us they feel secure and feel confident to report any concerns.

People live in accommodation that supports their needs and well-being. The purpose-built building provides a homely, comfortable and relaxing environment. The open plan design of the building offers people the space to walk freely inside and outside, supporting them to maintain their physical and mental well-being. The home feels welcoming and promotes people’s independence, comfort, and dignity.

People receive support to maintain and sustain existing relationships with family, friends and important people in their lives. Visitors are welcomed and care workers understand the importance of relationships in people’s lives.



People receive consistently good quality care because the provider carries out thorough assessments to determine whether the service can meet their needs and personal outcomes. The potential impact on people already living in the home is taken into consideration before any new admission. The manager talks to people and their representatives to understand their strengths and outcomes. Detailed information is also gathered from professionals and others involved in people's care and support. This considered decision making ensures people only move into the service when the provider is confident, they can meet people's well-being outcomes.

Plans for care and support are co-produced with people, their representatives, relevant professionals and the service provider. Personal plans are strengths-based and outline how care workers should support people to achieve their well-being outcomes. Plans are person centred and include their preferences, routines and beliefs. Risks to people's well-being are not always considered in a systematic way. We were assured the provider would take action to assess all potential areas of risk. People and their representatives contribute to the regular review of their plans and updates are made promptly when needs or preferences change.

People experience care and support that is dignified and respectful. They have meaningful interactions with staff, friends, family and others living in the home. People are referred for the right care and treatment at the right time and recommendations from professionals are followed as directed. Having occupational therapists on site means the service can respond quickly to people's changing needs and provide targeted support to promote independence and well-being.

People have access to a nutritious and balanced diet, and specialist dietary needs are catered for. People are supported to attend health checks and take part in activities that promote health and emotional well-being. The mealtime experience helps encourage people's appetite by using natural reminders that it is time to eat. Care workers eat with residents to create a relaxed and social dining environment. A care worker told us, *"It's a little bit like we are living alongside people."*

People are kept safe by a robust approach to safeguarding. People's liberty is protected in line with legislation, and care workers understand their responsibilities. Medication is administered safely and in accordance with national guidance and the service provider's medication policy. Medication audits ensure consistent practice and maintain good standards of care.



The environment is a standout feature of the service. The purpose-built building has been designed specifically to meet the needs of the people who live there. The wide corridors and single-storey layout helps people to navigate the building with ease, promoting confidence and independence. People can move freely between their rooms, communal areas, and outdoor spaces, contributing positively to their mobility and independence.

People have access to a variety of communal and private spaces where they can spend time alone, socialise, or welcome visitors. The home is divided into colour-coded communities, each with its own living, dining, kitchen, and wash facilities. This creates smaller, homely environments within the larger setting. People can choose between lounges, dining areas, quiet nooks and a dedicated cinema room for recreation and social events. Kitchen and dining areas encourage participation and naturally support social interaction and shared routines.

People's rooms are spacious, with ample storage and individuals have been able to personalise their spaces with their own belongings. Rooms within the respite and reablement house are designed to encourage greater independence, supporting people to regain skills and confidence. Bathrooms, showers, and toilets throughout the building have been designed to promote privacy, dignity, safety, and accessibility.

People benefit from a warm, comfortable, and welcoming environment. Furnishings and equipment are suitable for people's preferences and needs, and the overall décor creates a homely atmosphere. Outdoor spaces are safe, attractive and easily accessible. People can access the gardens whenever they wish, which provides a less restrictive environment and supports emotional well-being. Self-opening doors and level pathways mean people can move freely and independently between indoor and outdoor areas.

The provider ensures effective systems are in place to maintain and manage the accommodation. Regular maintenance and prompt repairs help safeguard people's safety and well-being. Risks to health and safety are anticipated and managed proactively, with staff recognising this as a shared responsibility. Certification is up to date and regular checks of equipment, fire alarms, and emergency procedures help ensure a safe environment. People participate in fire drills, and Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire. The environment promotes independence, comfort, safety, and positive well-being outcomes.



The leadership and governance arrangements promote a positive, supportive, and compassionate culture within the service. The Responsible Individual (RI) maintains oversight of the service and visits the service on a regular basis. The RI encourages feedback from people and staff and completes quality assurance reviews. Feedback from people and staff is used to support the evaluation of the quality of care to drive service improvements. Records relating to service visits and quality audits detail engagement with stakeholders and the collation of service performance information. Reports would be strengthened further if they were written in accordance with statutory guidance.

Policies and procedures are suitable and reflect current legislation and national guidance. They are reviewed regularly to ensure they remain relevant to the needs of people supported by the service. People know how to provide feedback through a range of accessible methods, and the service promotes an open culture where concerns and compliments are welcomed.

People achieve positive outcomes because the service provider ensures staffing levels are improving and are more consistent than at the last inspection. Recruitment of care workers is ongoing to strengthen consistency in the service. Care workers are recruited safely, and vetting procedures help ensure staff are suitable to work in the service. We found one document missing from staff files, the manager assured us this would be corrected. Routine employment checks are completed and staff remain appropriately registered with professional bodies.

Staff supervision requires improvement. While staff do receive one-to-one supervision, we found only around half of the workforce had received quarterly sessions. This does not meet the frequency required by regulations and has the potential to negatively impact staff support, development and oversight. This is an area for improvement and we expect the provider to take action.

The provider supports and has a positive attitude to professional development. Training compliance is good overall, with most care workers having completed the majority of required core training. Managers monitor training and qualifications, identifying and addressing gaps in a timely manner. Staff receive effective induction and ongoing learning opportunities that support them to meet the needs of people they care for. Staff development is encouraged at all levels.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People using the service cannot be confident care is provided by staff who have received appropriate supervision. The service provider must ensure that staff working at the service receive supervision at least quarterly.	03/10/24

CIW has not issued any Priority action notices following this inspection.

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