



Capel Grange Care Home



Capel Grange Community Nursing Home, Capel Crescent, Newport, NP20 2FG



01633 258901

The inspection visits for this service took place between 12/03/2026 and 19/03/2026

Service Information:

Operated by:	Amaya Care Homes (Capel) 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:	72
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:

	<u>Well-being</u>	Good
	<u>Care & Support</u>	Requires Improvement
	<u>Environment</u>	Good
	<u>Leadership & Management</u>	Good

Summary:

Capel Grange Care Home provides care and support to adults with nursing needs. The service provider has made marked improvements to the service since the last inspection. Overall, people experience respectful care in an environment which supports their well-being, with effective leadership and management arrangements in place. Some aspects of care and support require further improvement to ensure consistent outcomes for everyone.

Well-being, Environment, and Leadership and Management are rated good. Care and Support requires improvement, as although positive changes have been made continued focus is needed to ensure recent improvements are embedded, sustained, and experienced by everyone.

Findings:



Well-being

Good

Well-being is rated good because we found many people are treated with dignity and respect. Relatives took time to speak with us and provided positive feedback about individual staff members, who were described as *“A ray of sunshine.” “Amazing.” “Marvellous,”* and *“Fantastic.”*

People are offered choice in their daily lives. We saw people making meaningful choices, such as selecting meals and choosing how and where they spend their day. We also saw people being celebrated on their birthdays, and we were told the service was hosting a party for one person on the day of our inspection.

There have been changes within the activity team, and care staff with an interest in activities are currently supporting people to take part, either individually or in small groups. We were told for some people this can be ‘spa care’ and included hand massage and nail care. We saw seasonal activity packs available to people, and staff told us they are encouraged to support meaningful interactions and activities. Some staff told us they do not always have time to do this. Feedback from relatives and their observations of a new member of staff supporting a person in this way were very positive. They told us, *“They (staff) took their initiative and I was really impressed.”*

During the inspection, we observed a sensory activity taking place, which included hand massage, music and images projected onto a large screen in a communal lounge. We also saw a game of bingo being enjoyed by people, some with their loved ones and others with people living at the service. We were told a Capel Grange book club is being established and a large selection of audiobooks has been sourced in preparation for this.

People are supported to maintain relationships which matter to them. We saw people spending time with their loved ones in different areas of the service. We were told about a recent Mother’s Day cream tea; however, some relatives said they had not been aware of this event.

People live in accommodation which supports their well-being. We saw some dementia friendly signs in place to support people to be orientated in their environment. Some of the decoration in the service reflects local history and culture as well as local places of interest. There are further plans to update the environment, and the provider told us people will be involved in the ongoing design and development of the service.



Care & Support

Requires Improvement

Improvements have been made since the last inspection in the standards of care and support people experience. Feedback and observations show people generally receive caring and respectful support, and management respond promptly when concerns are raised. However, some issues with continuity, while new staff become trained and able, have, at times, affected people's experiences and choices.

Some relatives overall spoke positively about recent improvements, particularly over the last few weeks. This suggests actions taken by the provider are beginning to have a positive impact. Outcomes for people require improvement because continued focus is needed to ensure recent improvements are embedded, sustained, and experienced consistently by everyone. This is particularly important in relation to people receiving timely support and having continuity of care. Some care records do not always reflect care has been provided in a timely way.

Some feedback was received about communication difficulties people have with some staff. We were told "*Carers used to chat to me.*" Another person told us they felt like an "*Inconvenience.*" to the staff. For these reasons, care and support has been rated as requires improvement.

People have individual care plans which guide staff on their needs and how these should be met. Information on people's personal outcomes and the support required to achieve these is limited. Some care plans include information about people's interests and what is important to them. We observed staff speaking to people in a respectful and familiar way when providing support and we saw people responding positively to this.

We were told all staff complete e learning on Safeguarding Adults as part of their induction. We saw records which evidence where concerns about abuse, neglect or improper treatment are identified, the provider takes prompt action to protect people and makes appropriate referrals to relevant agencies.

If people are not able to make their own decisions about how their care and support needs are met, and decisions which impact on their freedom are made on their behalf, the provider ensures the appropriate legal processes are made. This ensures people's rights and freedoms are protected in line with legislation.

Medication practices were not considered as part of this inspection.



Environment

Good

The environment at Capel Grange Care Home is rated good because people live in accommodation which meets their individual needs and supports their well-being. Although Capel Grange is a large service, it is organised into five smaller communities, each supporting up to 15 people. Each community has a small home-style kitchen, a lounge and dining area, along with appropriate toilet and bathing facilities. We found these areas to be warm, comfortable, welcoming and well-lit. We also saw people have personalised their rooms in line with their own preferences and interests.

We saw evidence of ongoing investment in the premises, with further work planned. The provider told us they are also considering how environmental design can further support people's orientation and overall, well-being and are planning how people can be involved in decisions on future redecoration.

People have access to a range of communal and private spaces, enabling them to spend time alone, socialise with others, or receive visitors in line with their preferences. The entrance to the service is appropriately secure, and all visitors are required to sign in electronically. This area includes seating, with refreshments such as cold drinks and biscuits available. Similar arrangements are available in the conservatory, which provides access to the garden. The outdoor space appeared safe, attractive, and accessible. Staff told us recent improvements in the weather have enabled them to support people to make greater use of the garden, promoting fresh air and well-being.

People have their meals prepared in the main kitchen of the service, which has been awarded a Food Standards Agency rating of five, meaning standards of food hygiene are very good. The service has a maintenance team responsible for the daily upkeep of the environment and completion of required environmental safety checks. Larger projects, such as the redecoration of main areas, are outsourced to ensure efficiency and minimise disruption to people. There is also a domestic team employed to maintain hygiene standards throughout the home. We found standards of cleanliness to be good, and supplies of personal protective equipment were appropriately stored and easily accessible to staff.



Leadership & Management

Good

Leadership and Management at Capel Grange Care Home is rated good. People are supported to meet their needs because the service has effective leadership, clear governance arrangements, and appropriate oversight. These arrangements help ensure the service now operates safely and progress has been made regarding consistency of care provision.

There have been significant changes within the management team since the last inspection. During this time, the provider put suitable contingency arrangements in place to support the service and maintain stability. The provider has given their assurance that ongoing support remains in place to help the new leadership team settle into their roles and to continue to develop the service. Staff told us they value the support currently provided, including the deployment of two support managers who have taken on the responsibilities of home manager, deputy manager, and clinical lead. Staff have also noted the increases presence of the RI. Staff told us, *“There have been so many improvements, and they (management team) listen to us now.”* *“Things are definitely improving.”* And *“We have good management now.”*

Staffing rotas showed there are appropriate numbers of staff on shift to support people and meet their needs. Feedback from staff, people and relatives reflected a recent recruitment drive being undertaken by the service provider, and we were told there is a high number of newly appointed staff. Staff told us this has led to some delays in care being provided to people, while new staff complete their induction and develop in their competence, including getting to know people. The provider told us this had been planned for, with additional staff deployed to reduce the risk of delays in people receiving care and support. The provider also told us staffing levels will be reviewed once the team is more stable and staff are fully inducted, and we were assured this will not impact on the standard of care people receive. Overall, staff spoke positively about the balance between established and new staff within communities. However, some staff raised concerns that new staff were, at times, supporting other new staff.

People can be assured they are supported by staff who have been recruited safely. This is because the provider has robust selection and vetting processes in place to ensure staff are suitable, skilled, and trustworthy.

The provider has quality monitoring arrangements in place, including audits of care plans, feedback, and reviews of some care records. The Responsible Individual is a visible presence within the service, with staff and relatives aware of their role. We saw records showing that regular meetings are held for residents and relatives, and we were told about a residents' committee known as *“The Voices of Capel Grange.”*

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 are not consistently receiving timely care and support in line with their assessed need and preferences. This is because recent positive changes are not yet fully embedded into daily practice and care delivery and significant changes in the managerial and care teams.	12/03/26
People are not consistently receiving timely care and support in line with their assessed need and preferences. This is because recent positive changes are not yet fully embedded into daily practice and care delivery and significant changes in the managerial and care teams.	12/03/26

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

Welsh Government © Crown copyright 2026.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.