



Pen Y Coed



Pen Y Coed, Parkway, Newport, NP11 3EF



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The inspection visit took place on 23/02/2026

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	6
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

Good



Leadership & Management

Good

Summary:

Pen Y Coed is a small residential service situated in a semi-rural location on the outskirts of Crumlin. The service provides accommodation, care and support for up to six adults.

People experience excellent wellbeing; they are actively supported to identify personal goals and aspirations. A positive and empowering culture at the service supports people to make their own decisions as far as possible and build on their individual strengths.

A good standard of care is provided, and people are treated with dignity and respect. Personal plans detail how people like their needs met, identify personal goals and are reviewed regularly.

The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Procedures are in place to ensure facilities and equipment remain in good repair and safe for use. Outdoor space is available to access when the weather is warm.

The leadership and management of the service is good because quality assurance systems are effective. Recruitment practices are safe with all necessary checks completed. Care staff feel supported by management and are knowledgeable about the people they support.

Findings:



Well-being

Excellent

People living at Pen Y Coed 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. Staff treat people with respect and dignity, and people appear very well cared for, relaxed and settled within their surroundings. Staff support them to identify their own goals and outcomes and break these down into achievable tasks which leads them to achieving their goals. There is a wealth of engagement opportunities people can access depending on their personal preference.

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. There is a strong emphasis on people experiencing an enriched and rewarding life. Plans are person centred, include people's preferences and focus on people's strengths and abilities. There are opportunities for people to contribute to the ongoing review of these. The Responsible Individual (RI) visits the service regularly and has discussions with people and the staff who support them to help inform improvements at the service. Standards of practice are carefully monitored through robust systems of audit.

People are actively encouraged and assisted by staff to be as healthy as they can be. The service recognises and caters for people's physical and emotional needs. People's allergies, specialist diets and favourite food are known. Staff know the people they are supporting very well and seek medical assistance quickly when required. Staff are highly skilled in helping and soothing people who are distressed. People consistently receive their prescribed medicines to help them stay healthy. Regular medication audits are conducted to identify and resolve any discrepancies promptly.

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. Individuals' rooms are very personalised with their possessions on display which promotes belonging.

The service celebrates and embraces Welsh culture. While no one currently requests documentation or support in Welsh, this could be facilitated if needed.



Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. Staff support people with warmth, compassion, and patience. 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.

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. 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.

People's health needs are clearly documented in personal plans. People's health is monitored to enable the service to act responsively to any change in their health and wellbeing. Resulting in timely referrals to health and social care professionals, with recommendations acted upon by the service. There are effective medication management systems in place. We saw medication is securely stored and can only be accessed by authorised personnel. Medication Administration Record (MAR) charts are filled in correctly, confirming people receive their medication at the right time. The service follows a medication policy aligned with best practice guidance. Staff receive appropriate medication training and are regularly assessed to ensure competence. Regular medication audits take place.

People are protected from harm and abuse; safeguarding measures are effectively implemented. Staff demonstrate a clear understanding of their safeguarding responsibilities, supported by appropriate training and safeguarding policies. People's rights and liberties are upheld. Deprivation of Liberty Safeguards (DoLS) referrals are completed when care arrangements may restrict a person's freedom. Where individuals lack capacity to make specific decisions, best interest decisions are made following consultation with family members and relevant professionals.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control practices. Effective daily cleaning schedules are in place. These measures help ensure people are protected as much as possible from infection-related risks.



Environment

Good

The environment at Pen Y Coed promotes people's well-being and supports positive outcomes. The home offers a warm, homely atmosphere that people clearly feel comfortable in. The main building provides accommodation for up to five individuals, and there is an additional self-contained annexe available. People benefit from individual rooms that are of sufficient size and personalised to their preferences, helping them feel a sense of ownership and belonging. Communal areas are available to encourage social interaction and shared activities. The proposal to develop a sensory space will enhance the service's ability to meet people's diverse sensory, emotional, and communication needs. During our visit, individuals appeared relaxed and at ease in the service, demonstrating that the environment meets their needs and supports their comfort. People can move freely between their rooms and the communal areas, promoting choice and independence.

People live in a safe environment, with checks being conducted on a regular basis to identify and mitigate risks to health and safety. Records confirm the routine testing of utilities and equipment. Fire safety tests and checks are completed on a regular basis. Personal emergency evacuation plans are in place and accessible to staff in the event of an emergency. Fire drills are completed on a regular basis. We found cleaning regimes and hygiene standards throughout the home to be good, with laundry services operating effectively, and cleaning products are stored safely in line with Control of Substances Hazardous to Health (COSHH) regulations. All staff have access to personal protective equipment (PPE). The service had been inspected by the Food Standards Agency and had been given a rating of 4, demonstrating hygiene standards are good.



Leadership & Management

Good

Leadership and management at Pen Y Coed is effective and focused on ensuring people are at the heart of decision-making processes. People's representatives expressed high levels of confidence in management, noting the service promotes a positive, inclusive, and respectful culture.

The statement of purpose and guide to services state what people can expect whilst living there, with the service reflective of the contents. The RI maintains oversight and demonstrates a commitment to continuous improvement in quality assurance. They visit the service regularly to speak with people and staff to gather feedback about people's wellbeing and experiences. Quality of care reviews are completed every six months and identify what is working well and where further improvements can be made. The provider has submitted the required annual return, and the regulatory body is informed of incidents affecting service delivery.

The service manager is experienced and registered with Social Care Wales, the work force regulator, and supported by a deputy and team leaders. A range of effective monitoring tools and audits are used to identify areas of risk and/or improvement. Systems to monitor people's health and wellbeing are in place, ensuring any required follow up actions are identified and recorded. Policies and procedures are aligned with current legislation and best practice guidance. They are regularly reviewed and updated as required.

There are safe recruitment practices in place within the service which ensure appropriate checks and references are obtained to ensure staff are suitable to work with vulnerable people. New staff are supported to complete an induction to support them into their role. This includes completing mandatory training to ensure staff have the required knowledge and skills to support people at the service. Staff receive regular formal one-to-one supervision with line managers to discuss practice and career development needs. Training records show most staff have completed core and refresher training in a timely manner. Support staff are registered with Social Care Wales, the workforce regulator, demonstrating their suitability for practice. Staff we spoke with enjoy their jobs, and most of the staff feedback received after our inspection visit was very positive.

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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