



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cwtch Mawr



Cardiff



02920029922

The inspection visit took place on 22/10/2025

Service Information:

Operated by:	Orbis Education and Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	2
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:

Cwtch Mawr provides a high-quality care home service for adults. The inspection found well-being outcomes for people are excellent. People are treated with dignity and respect, actively supported to make choices, and encouraged to participate in meaningful activities which promote independence and confidence. Communication is highly personalised, and relationships with family and community are well supported.

The care and support provided is good. People receive consistent, person-centred care personalised to their needs and preferences. Assessments are undertaken prior to people moving in and are regularly reviewed to ensure the suitability of the service. Personal plans are strength based and provide care staff with clear guidance on how to support people to achieve positive well-being outcomes. Care staff demonstrate kindness and compassion, and health needs are well managed through effective relationships with professionals. Risk management and safeguarding practices are robust.

The environment is good, offering a clean, comfortable, and safe setting. Communal and personal spaces are well maintained and promote independence. Outdoor areas are accessible and used to enhance well-being.

Leadership and management are good. Managers are visible and supportive, and care staff feel valued. Governance arrangements are effective, with quality assurance processes in place. Care staff recruitment, training, and supervision are well managed, contributing to positive outcomes for people.

Findings:



Well-being

Excellent

People experience excellent well-being outcomes. They are treated with dignity and respect and are actively supported to make informed choices about their daily lives. Care staff promote a culture where people's voices are consistently heard, valued, and acted upon. People are encouraged to express themselves and are supported to do so in ways which suit their communication needs.

People are supported to develop their independence and build confidence in everyday tasks. Care staff provide consistent encouragement and guidance to help people learn and maintain essential life skills, such as preparing meals, managing routines, and participating in household activities. These opportunities significantly enhance people's sense of achievement.

People are actively involved in their communities and supported to engage in activities that are meaningful to them. This includes accessing local amenities, participating in leisure and social events, and maintaining relationships with people important to them. Care staff understand the importance of community presence and work flexibly to support people to take part in activities that reflect their interests and preferences. People have opportunities to enjoy a range of leisure experiences such as going to the cinema, visiting local parks, attending cafes, and taking part in seasonal events and outings. These experiences promote social inclusion, build confidence, and contribute positively to people's overall well-being.

People are supported to maintain positive relationships with their families and those who are important to them. Care staff recognise the value of these connections and work proactively to facilitate regular contact, including video calls and home visits. Families are welcomed and involved in the life of the service, contributing to a sense of continuity and emotional well-being for people. One family member told us, *"Fantastic service, their communication is excellent."*

Communication is highly personalised to individual needs. 'My Voice' meetings are held regularly and provide people with a structured opportunity to share their views, preferences, and experiences. These meetings are adapted to suit individual communication needs and ensure people are actively involved in decisions about their care, daily routines, and activities. Feedback from sessions are used to inform planning and promote person-centred support.

The service is actively working towards providing the Welsh language active offer. While the active offer is not currently in place, the service provider demonstrates a clear commitment to promoting Welsh language and culture.

Overall, the service demonstrates a highly effective, person-centred, and exemplary approach to promoting well-being. People are empowered to live fulfilling lives, with support that is respectful, inclusive, and focused on what matters most to them.



Care & Support

Good

People receive a good standard of care and support that enables them to achieve their personal outcomes. Care staff treat people with kindness and compassion and demonstrate a clear understanding of their individual needs, preferences, and routines. Interactions observed during the inspection were warm and respectful, and people appeared comfortable and at ease in the presence of care staff.

Pre-admission assessments are completed and consider people's needs, supports appropriate matching, preferences, and the suitability of the service prior to placement commencement. The service gathers relevant information from professionals and families to inform decision-making. Assessments are reviewed regularly to ensure they remain accurate and continue to reflect people's current needs.

Personal plans reflect people's needs, preferences, and daily routines. They are reviewed regularly and updated when changes occur. The service works with families and professionals, holding regular multi-disciplinary meetings to ensure plans remain relevant and effective. Plans are person-centred and provide clear, practical guidance for care staff, supporting consistent care and support.

People are supported to maintain their health and well-being. They are registered with local health services and attend appointments with the support of care staff. Records demonstrate people access a range of healthcare professionals, including a General Practitioners (GP's), dentists, and opticians. Where people have specialist health needs, care staff follow guidance and to ensure appropriate support is provided. Medication is managed safely, with clear systems in place for administration, storage, and auditing. Medication records are completed accurately, and care staff receive appropriate training to carry out this responsibility.

There is a positive approach to risk management. Risk assessments are reviewed regularly. Assessments provide clear guidance to care staff on how to manage known risks while supporting people to engage in positive risk taking during meaningful activities. Behaviour support plans provide clear, person-centred guidance for care staff. They focus on understanding behaviours through effective analysis and promoting positive, proactive approaches.

People are safeguarded from harm. Care staff are trained in safeguarding procedures and demonstrate a good understanding of their responsibilities. Safeguarding concerns and incidents are reported to relevant authorities, and there is evidence of oversight by the manager to ensure safe and effective care and support.

Overall, people benefit from a consistent and reliable standard of care and support. Care staff are committed to providing person-centred care which promotes well-being, safety, and dignity. Outcomes for people are good because they receive care and support which is responsive,

respectful, and personalised to their individual needs.



Environment

Good

People live in an environment that supports their well-being and meets their needs. The premises are clean, comfortable, and well maintained. Communal areas are welcoming and provide space for people to spend time and relax. Bedrooms are personalised with items of personal interest, helping to create a homely atmosphere.

The layout of the home promotes accessibility, and people can move around freely and safely. Bathrooms and communal areas are suitably equipped to support people's needs, and furnishings are of good quality and condition.

The kitchen is clean, well maintained, and supports safe food preparation. The service has received a Food Standards Agency hygiene rating of 5, reflecting high standards in food safety and cleanliness. Control of Substances Hazardous to Health (COSHH) products are securely stored, and ensure people are safe from potential harm.

The outdoor area is safe, well-kept, and accessible. People are supported to use the garden and outdoor spaces, which are well maintained. Recreational features such as a trampoline are available for people to use, and we were informed barbeques are held during the summer months.

Health and safety checks are completed regularly. Records show fire safety systems, electrical installations, and water temperatures are monitored and maintained in line with current health and safety requirements. Servicing of equipment is up to date, and repairs are addressed promptly. Fire and health and safety risk assessments are in place and are reviewed regularly to ensure they remain effective.

Security arrangements are appropriate and do not compromise people's privacy or dignity. Entry to the building is controlled, and care staff are aware of procedures to maintain a safe and secure environment.

Infection prevention and control measures are in place and understood by care staff. Cleaning schedules are followed, and hygiene practices are consistently maintained throughout the home. Care staff are responsible in maintaining a clean and safe environment.

Overall, the environment is well managed and contributes positively to people's quality of life. People benefit from living in a setting which is safe, comfortable, and suited to their needs. Outcomes for people are good because the environment supports their well-being, promotes independence, and enables them to feel at home.



Leadership & Management

Good

The leadership and management are strong and effective. There are clear arrangements in place which support the smooth running of the service and promote positive outcomes for people. The managers are visible and approachable, and care staff feel supported in their roles. There is a positive culture within the service, and care staff demonstrate a shared commitment to delivering good quality care.

The Responsible Individual (RI) maintains regular oversight of the service through visits, audits, and feedback from people, families, and professionals. Quality assurance processes are in place and used effectively to identify areas of ongoing development. Policies and procedures are up to date and reflect current national guidance.

Care staff are recruited and vetted accordingly, with appropriate checks completed before employment. Records show care staff receive regular supervision and training needs are identified. Training is well managed, and care staff have access to learning opportunities relevant to their roles. Care staff complete the All-Wales Induction Framework as part of their induction, supporting them to develop the knowledge, understanding and skills required for their roles. All Care staff are registered with Social Care Wales, the workforce regulator.

Staffing levels are appropriate to meet the needs of people using the service. The rota ensures care staff are deployed effectively. There are systems in place to cover absences and ensure continuity of care. Care staff told us they feel valued and supported by the management team and are confident in raising any concerns.

The RI and manager use information from audits, feedback, and incidents to inform service improvements. There is a focus on learning and development, and care staff are encouraged to contribute ideas and reflect on practice.

Overall, the service is well managed and provides a stable and supportive environment for care staff and people using the service. Outcomes for people are good because the leadership team promotes a culture of continuous improvement, effective communication, and a strong focus on quality care.

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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