Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Homelands

Homelands, Penyworlod Road,, Newport, NP26 3AJ

01633631157

www.iriscaregroup.co.uk

The inspection visit took place on 25/09/2026

Service Information:

Operated by:	Ocean Community Services Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for people with mental health needs
Registered places:	5
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	Excellent
Environment	Excellent
Leadership & Management	Excellent

Summary:

Homelands is a small residential care service located in Newport, providing specialist residential support for adults with mental health needs, learning disabilities, needs associated with Autism Spectrum Conditions, and complex or challenging behaviours. The service adopts a person-centred, rights-based and trauma-informed approach, supporting people to achieve positive outcomes and live fulfilling lives.

During this inspection, we found consistent evidence of exceptional practice and rated all four themes, Well-being, Care and Support, Environment, and Leadership and Management, as Excellent.

People experience excellent wellbeing outcomes and are supported to exercise choice, develop independence and participate fully in their communities. Care and support are highly personalised, with comprehensive assessment, planning and review processes ensuring individual needs, strengths and aspirations remain central to service delivery. The environment is safe, welcoming and homely, with extensive countryside surroundings that enhance wellbeing and provide meaningful opportunities for recreation and engagement. Strong leadership and management

create a positive culture where people are respected, care staff are valued, and continuous improvement is embedded throughout the service.

Effective governance, a committed and skilled workforce, and a strong focus on achieving personal outcomes contribute to consistently high standards of care. Overall, Homelands demonstrates exceptional practice and delivers excellent outcomes for the people it supports.

Findings:

Well-being — Excellent

People experience excellent wellbeing outcomes through a service that consistently promotes choice, independence and meaningful participation in daily life. Support is highly personalised and built around people's individual strengths, preferences and aspirations, ensuring they remain at the centre of decision making and retain control over matters affecting their lives. Care staff provide consistent encouragement and guidance, helping people build confidence, develop new skills and maximise their independence.

People are actively involved in identifying what they would like to do, achieve and experience each month. These aspirations are incorporated into person-centred plans, with records demonstrating a very high standard of planning, review and follow-through. Records showed people regularly achieve personal goals and make positive progress towards outcomes that are important to them. Reviews are inclusive and meaningful, ensuring people play a central role in shaping, directing and evaluating their support.

A wide range of meaningful activities and opportunities are available, reflecting people's individual interests, hobbies and preferences. Activity planning is highly effective and supports people to engage in experiences that enhance wellbeing, increase confidence and promote personal fulfilment. Strong links with the local community provide extensive opportunities to access facilities, attend events, maintain valued relationships and participate in social activities. This significantly reduces the risk of social isolation and supports people to remain active and connected members of their communities.

The service has developed a strong and sustained culture of openness without judgement. People are supported to express their individuality, make personal choices and be their authentic selves in an environment where they feel safe, respected and valued. Interactions observed and records reviewed demonstrated an inclusive culture that promotes dignity, acceptance and a strong sense of belonging. This has a positive impact on emotional wellbeing, confidence and self-esteem.

Relationships with family and friends are valued and actively supported. Feedback from relatives and visiting professionals highlighted the exceptional quality of support provided and the positive impact this has on people's lives. One professional told us, *"Since moving to Homelands my client has a greatly improved quality of life."*

The service also demonstrates a commitment to promoting culture, identity and language. In line with the Welsh Government's Active Offer, people are supported to communicate in their preferred language and engage with cultural opportunities that strengthen inclusion and belonging. Overall, people receive support of a very high quality, resulting in excellent wellbeing outcomes. People experience outstanding levels of independence, inclusion, achievement and community

participation.

Care & Support — Excellent

Outcomes for people are excellent because care and support is delivered to a very high standard with a consistent focus on achieving positive personal outcomes. The provider conducts highly effective assessments before offering a service, carefully considering whether they can meet a person's needs alongside those of people already accessing the service. Information is gathered from individuals, families and professionals to ensure informed decision-making and compatibility within the service. This exceptionally strong matching process is a notable strength and contributes significantly to the positive and stable outcomes achieved by people living at the service.

Personal plans are comprehensive, regularly reviewed and clearly centred on the outcomes people wish to achieve. Documentation reflects people's histories, strengths, preferences, relationships, aspirations and desired outcomes, enabling care staff to provide highly personalised support. People are central to planning and review processes and are encouraged to identify goals that are important to them. Records demonstrate positive progress, achievement of personal goals and increasing independence.

Positive Behaviour Support arrangements are an outstanding feature of the service. Plans contain detailed guidance regarding triggers, proactive approaches and supportive interventions. Care staff demonstrate a detailed understanding of people's needs and consistently apply agreed strategies. Feedback confirmed these arrangements are highly effective, with one respondent stating, *"The Positive Behavioural Support plan is working very well for the individuals we support."*

Partnership working is exceptionally strong**.** Effective collaboration with mental health services, specialist professionals, social workers, general practitioners and multidisciplinary teams ensures support remains coordinated, responsive and focused on achieving positive outcomes. Professional recommendations are implemented and reviewed to ensure continued progress.

Robust safeguarding arrangements help protect people from abuse and neglect. Care staff demonstrate a good understanding of safeguarding responsibilities and reporting procedures, supported by a positive culture of safety, openness and accountability. Medication systems are managed to a very high standard, with clear guidance and safe storage, administration and recording processes.

Feedback from relatives and professionals was consistently positive. One respondent described care staff as *"Caring, approachable, and responsive to the needs of the people they support, ensuring that support is tailored to each individual."* Overall, people receive exceptional, highly personalised care and support, resulting in excellent outcomes, increased independence and sustained progress towards achieving what matters most to them.

Environment — Excellent

People benefit from an excellent environment that is safe, welcoming and thoughtfully designed to promote comfort, independence and wellbeing. Accommodation is maintained to a very high standard and provides a homely atmosphere in which people feel valued, secure and able to live fulfilling lives. The environment reflects the individuality of those living there, with people encouraged to personalise their bedrooms, including choosing décor and paint colours, helping to create spaces that feel truly their own and promote a strong sense of ownership and belonging.

The home successfully balances safety with independence. Communal areas are welcoming, comfortable and encourage social interaction, while also providing opportunities for privacy, relaxation and quiet reflection.

The extensive outdoor environment is a particular strength of the service. Set within countryside surroundings, people benefit from outstanding views across fields and woodland, providing regular opportunities to connect with nature and enjoy a peaceful setting. Garden and outdoor areas offer inviting spaces that support recreation, relaxation and wellbeing. The provider has adopted a creative and person-centred approach to developing these areas, ensuring people can access and enjoy them safely and as independently as possible.

Innovative initiatives further enhance the environment and people's quality of life. A particularly positive example is the collaborative puzzle wall art project, which brings people and care staff together through shared participation and achievement. Completed puzzles are displayed throughout the home, creating attractive features that celebrate people's contributions and foster a strong sense of pride, inclusion and belonging. The service has also created a woodland den area within the trees, providing an additional space for people to enjoy outdoor experiences in a unique and engaging way. Plans to develop decorative vegetable planters, which people can personalise and help maintain, demonstrate a continued commitment to meaningful engagement and environmental enhancement.

Health and safety arrangements are robust and effectively managed. Regular maintenance and safety checks ensure the premises, equipment and safety systems remain in good working order. Comprehensive fire safety arrangements further support people's wellbeing and protection. Feedback regarding the environment was overwhelmingly positive. One respondent described the home as *"Homely and well maintained"* with *"Lovely gardens for users to sit and enjoy the countryside."* Another commented that the environment felt *"Safe, welcoming and homely."*

Overall, the environment is of an excellent quality and makes a significant contribution to people's wellbeing, independence and quality of life. It provides a welcoming, personalised and highly supportive place for people to live, thrive and achieve positive outcomes.

Leadership & Management — Excellent

Leadership and management at the service is exceptional, creating a positive, inclusive and ambitious culture where people achieve excellent outcomes and care staff feel valued, empowered and supported. Leaders are highly visible within the service and lead by example, providing clear direction whilst maintaining a strong focus on people's wellbeing, rights and aspirations. Their influence is evident throughout the service, where a shared commitment to delivering high-quality, person-centred care is embedded in daily practice.

A particular strength of the service is the manager. They demonstrate exceptional management skills alongside compassion, approachability and commitment to continuous improvement. Feedback from care staff consistently reflected a culture where people feel listened to, respected and encouraged to contribute ideas. Care staff described receiving excellent support and guidance, enabling them to perform their roles confidently and effectively. Feedback highlighted the positive impact of leadership, with comments including *"Manager is approachable, and staff are valued and respected"* and *"Excellent managerial support, with the home manager being an avid fan of personal development and growth."*

The Responsible Individual maintains strong oversight and accountability through regular involvement in the service and six-monthly Quality of Care Reviews. This ensures the quality of care is thoroughly monitored, people's experiences are evaluated, and opportunities for improvement are promptly identified and acted upon.

Leaders successfully promote and sustain a positive culture based on dignity, respect, equality and inclusion. There is a strong commitment to ensuring equal opportunities and anti-discriminatory practice for all protected characteristics. This culture is reflected in interactions throughout the service and helps create an environment where people and care staff feel valued and respected.

Workforce development is a notable strength. There is a very strong commitment to fostering leadership skills at all levels, helping care staff develop confidence, resilience and professional competence. Comprehensive training, regular supervision, qualifications and career progression opportunities support ongoing development and encourage a culture of learning. Staff wellbeing is also prioritised, contributing to a highly motivated and stable workforce.

Care staff are actively encouraged to identify concerns, reflect on practice and develop solutions to improve outcomes for people. This proactive approach was evident throughout the inspection, with examples of staff recognising opportunities for improvement and working collaboratively to implement positive changes. Leaders encourage innovation and maintain a clear focus on learning, ensuring the service continues to evolve and respond effectively to people's needs.

Overall, leadership and management are of strong quality, providing robust governance, clear strategic direction and a positive culture that contributes significantly to the excellent experiences and outcomes achieved by people living at the service.

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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