



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Queens Care Home



Port Talbot



01639 850512

The inspection visit took place on 15/05/2026

Service Information:

Operated by:	Rushcliffe Independent Hospitals (Aberavon) Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Good

Summary:

Well being is excellent because people are fully involved in decisions and supported to live the lives they choose. Positive risk management allows individuals to follow their interests safely. Relationships, community involvement and identity are respected, and people feel safe, listened to and confident in their home and the support they receive.

Care and support is excellent because care is carefully planned and consistently delivered to meet people's individual needs. Assessments and transitions are well managed, ensuring continuity. Systems for safeguarding, medication and health monitoring are well embedded, enabling a coordinated approach that keeps people safe while supporting their day-to-day stability and wellbeing.

The environment is excellent because it is highly personalised and well maintained, supporting people to live comfortably and independently. People are actively involved in shaping their

surroundings, with opportunities to share ideas and influence how their home is organised. Spaces are safe, welcoming and used in ways that encourage engagement, choice and a strong sense of ownership.

Leadership and management is good because effective governance, strong oversight and regular audits drive continuous improvement. Clear leadership is supported by a positive culture, knowledgeable staff and robust training. Feedback is valued and informs development, although some policies and quality reports require further strengthening to fully align with Welsh legislation.

Findings:



Well-being

Excellent

People are actively involved in decisions that affect them, ensuring their voices are respected and acted upon, with dignity embedded throughout practice. Positive risk management is evident, enabling individuals to pursue meaningful interests; one person shared, *“I’m glad because they’ve enabled me to keep on doing my hobby which is important, I’ve got a safe place,”* with secure storage provided to support this safely. Staff demonstrate a strong commitment to promoting choice and control, stating, *“We support them in what they want to do, what they’re interested in. They have a voice – that’s what we do,”* and explaining how activities are tailored to individual preferences. People attend Men’s Shed, community groups, volunteering roles, meals out and themed events, alongside personalised interests such as gaming, modelling and creative tasks. Relatives confirm this approach, noting, *“I think they support them to do what they want to do well.”* Resident meetings evidence co-production, with feedback shaping daily life. People told us *“my choices are respected”* and *“the staff do listen to me.”*

People are safe and protected from abuse and neglect, with robust systems in place to promote safeguarding and wellbeing. Risk plans are co-produced, demonstrating transparency and respect for autonomy, with people’s comments reflected and strength-based factors identified. This supports open communication and trust. People told us *“It’s been safe all year round, had no incidents,”* and *“I feel safe here.”* Staff are fully compliant with Safeguarding Wales training, and complaints procedures are regularly discussed so people understand how to raise concerns.

People are supported to cultivate safe and healthy relationships. They benefit from meaningful community engagement, such as litter picking, with positive feedback from the local community. Individuals are supported to maintain important family relationships and to meet their spiritual needs through attending places of worship and practising their beliefs, contributing to wellbeing and identity. Staff demonstrate warm, respectful relationships, recognising *“this is their home – we are in their space,”* and emphasising time spent building trust. People can be supported in Welsh if they wish, as the service has two fluent Welsh-speaking staff, bilingual signage, access to Welsh lessons, and translated documents.

People live in accommodation that supports their wellbeing outcomes, with opportunities to contribute ideas and be involved in how things are organised. Dedicated spaces and resources, including a wellbeing area, noticeboards, library and suggestions book, promote engagement, with people designing posters, sharing ideas, and influencing their home environment, fostering confidence and a strong sense of ownership.



Care & Support

Excellent

People consistently receive the quality of care and support they need to achieve their personal outcomes. Effective pre-admission assessments provide a clear and comprehensive overview of people's histories and needs. A strong and well-established transition process of a gradual, well-planned move into the home, ensures safety and continuity of care. Plans are highly personalised and outcome-focused, using language such as "where am I now" and "where do I want to get to," which reflects people's preferences. One person told us, *"We have a meeting every month and we talk about my goals and what I want."* These meetings are collaborative, and plans are reviewed and updated accordingly. We saw evidence of effective interventions and escalation. An external professional told us, *"The team are excellent at communicating with us and are very prompt in making us aware of any concerns."* Health needs are closely monitored through weekly clinics, and the service has access to a range of in-house health professionals and 24-hour psychiatric support ensuring coordinated and responsive care that supports positive outcomes for people.

People are protected from harm and abuse. Staff demonstrated a clear understanding of safeguarding processes and the actions required to respond to concerns. Systems are in place to support a strong safeguarding culture, including a poster with a QR code enabling staff to report whistleblowing concerns anonymously, supported by relevant policies. Management undertake comprehensive audits of safeguarding practice to ensure oversight and improvement. The service effectively manages risk and supports people in line with relevant legal frameworks. Any conditions in place are managed safely and proportionately, enabling people to maintain choice, independence, and control over their daily lives wherever possible.

People's medication is managed safely. Full compliance with training is in place, and regular competency assessments are recorded in staff files. Robust systems support safe practice, including monthly manager audits, daily audits when required, and clear processes for ordering and storage. A designated staff member is responsible for medication administration on each shift, evidencing proactive steps taken to strengthen oversight. Medication support is tailored to individual needs, ranging from full administration to prompting and self-management, with a clear focus on promoting independence. Appropriate safeguards, such as daily or weekly supplies and random spot checks, are in place to ensure this is achieved safely and in line with individual risk assessments.

People are protected from the risk of infection, with staff appropriately trained in infection prevention and control, hand hygiene and health and safety. We observed plentiful supplies of personal protective equipment available to support safe hygiene practise.



Environment

Excellent

People live in an environment with appropriate and well-maintained facilities consistently supporting them to achieve their well-being outcomes while identifying, mitigating, and reducing health and safety risks. The service provides a warm, homely, and exceptionally well-presented environment. Décor is simple yet tasteful, complemented by attractive flooring and indoor plants that enhance the welcoming atmosphere. The ground floor includes a spacious lounge, kitchen, utility and staff areas, alongside a separate lounge/dining space equipped with a pool table, darts board, library corner and board games, encouraging meaningful activity and social engagement. Bedrooms observed are personalised to individual tastes and include private en-suite facilities, supporting dignity and independence. The communal bathroom is modern and adapted to promote safety and meet people's needs.

The service is in a rural setting with scenic views and excellent access to nature, supporting wellbeing through regular outdoor activities, with people encouraged and supported to use the local cycle path. The terraced garden makes excellent use of space, demonstrating creativity and resourcefulness across its varying levels. It includes a mix of trees and shrubs, dedicated vegetable growing areas, a wildflower section, and an outdoor dining space. A quiet smoking shelter is available. Recycling and refuse areas are exceptionally tidy and well organised, with people actively involved in maintaining these, reflecting a strong sense of pride and ownership in their home environment.

There is a highly effective and well-established cycle of maintenance and continuous improvement, supported by firmly embedded routines and a clear approach to ongoing care. We saw both the gardener and maintenance worker on site during the inspection, reinforcing this proactive approach. The maintenance worker attends weekly to complete identified repairs, as documented in the maintenance log, and to undertake routine health and safety checks. This robust system is further strengthened by a 24-hour on-call access, ensuring prompt response to any urgent issues. Planned refurbishment, including internal redecoration, is scheduled, showing a sustained commitment to maintaining very high standards. Clear links are evident between audits and the improvements made, demonstrating effective oversight within a well-managed service, where established practices sustain a high-quality, safe environment. We viewed a comprehensive file containing all relevant certification, including up-to-date gas safety and current five-year electrical records. Fire safety records evidenced strong oversight, with regular equipment checks, drills, personal emergency evacuation plans and assessments. The kitchen holds a five-star Environmental Health rating, reflecting excellent standards of hygiene, and hazardous substances are securely stored. The alarmed entry systems and signing-in process ensures respectful and well-managed access to and from the premises.



People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance, and oversight to ensure safe, consistent, and high-quality care. Regular management audits across key areas—including infection control, management of people's finances, food preparation, first aid, cleaning schedules, and complaints—demonstrate strong oversight. These audits are clearly linked to team meetings, residents' meetings, and Responsible Individual (RI) reports, where findings are used to develop and monitor action plans for ongoing service improvement. The provider also evaluates care through six-monthly satisfaction surveys for people, staff, and professionals. Feedback seen was positive and used to inform service development. Quality of care reports provide a good overview, although some recommendations have been made to strengthen them further. Policies and procedures support the protection of people and staff, though some require full alignment with Welsh legislation. The service benefits from a strong, supportive management culture within the home and wider organisation. People and staff are familiar with the Responsible Individual, supporting clear leadership. Staff feedback is consistently positive, including: *"I've got a good relationship with the managers; I feel comfortable approaching both of them,"* and *"they are very down to earth, they listen, and they genuinely care."*

People are supported by staff with the necessary expertise, skills, and qualifications to meet their needs. Robust recruitment and vetting processes ensure staff are safe and suitable, with staff registered with Social Care Wales. Induction for new staff follows the All-Wales Induction Framework, and staff receive comprehensive core and specialist training tailored to people's needs, with very high compliance rates observed. Staff development is actively encouraged; all staff have achieved the required qualifications, with approximately 50% progressing to the next level, demonstrating a committed and motivated workforce. Ongoing support is embedded through the 'super six' supervision programme, including sessions focused on wellbeing and reflective practice.

Team meetings are regular and meaningful, covering wellbeing, safeguarding, lessons learned, and policy updates. Staff described these as inclusive, stating, *"The team meeting is like a forum for sharing ideas—everyone has their own voice; it's a great team."* A strong culture of openness and continuous improvement is evident, with staff commenting, *"We're always asking how can we improve this? Any ideas we have, they are taken on board—we are heard,"* and *"There's just a really good atmosphere. The door to the office is open all day—I love that."* This open-door approach was observed during inspection, and it promotes a positive, collaborative environment. Professionals also noted, *"The manager is confident and competent and has an excellent staff team around her."*

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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