



Coed Parc House



Coed Parc House, Port Talbot, SA12 9BZ



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www.orbis-group.co.uk

The inspection visit took place on 28/10/2025

Service Information:

| | |
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| Operated by: | Orbis Education and Care Limited |
| Care Type: | Care Home Service Adults Without Nursing |
| Provision for: | Provision for learning disability |
| 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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Coed Parc House provides care and support for adults with learning disabilities in a homely environment. People experience good well-being because care staff treat them with dignity and respect, promote choice, and support meaningful activities both in the home and community. Relationships are prioritised, and safeguarding arrangements are robust. The service is working towards the Welsh Language Active Offer.

Care and support is good. Assessments are thorough, identify people's ongoing needs and are regularly reviewed. Personal plans are detailed, person-centred, and regularly reviewed with input from individuals and professionals. Medication is managed safely, and health needs are met promptly. An area for improvement identified at the last inspection regarding continuity of care has now been achieved; people now have greater access to planned activities and routines.

The environment is maintained to a good standard. Private spaces are personalised, communal

areas are welcoming, and health and safety systems are effective. Outdoor spaces and community access enhance quality of life.

Leadership and management are good and effective within their roles. Governance arrangements provide strong oversight, care staff feel supported, and training compliance is high. Quality assurance processes drive continuous improvement, ensuring the service operates safely and promotes positive outcomes.

Findings:



Well-being

Good

People living at Coed Parc House experience a good standard of well-being. They are treated with dignity and respect, and care staff encourage them to make choices about their daily lives. Many people have control over their routines and are supported to express their views through key worker sessions, visual aids, and easy-read documents. Care staff communicate in ways which is personalised to each person's individual needs. They use tools such as picture boards to support understanding and help people make informed choices. This approach ensures people feel heard, respected, and involved in decisions about their lives.

People are supported to engage in meaningful activities that reflect their interests. Records and observations show individuals enjoy outings to local parks, museums, and cafés, as well as in-house activities such as baking, art, and sensory sessions. Care staff promote independence by involving people in household tasks and meal preparation. We saw examples of personalised planning, including trips linked to people's hobbies, and planning future outings. These opportunities help people maintain a positive sense of well-being and achieve personal outcomes.

Healthy lifestyles are promoted. Food diaries reflect varied meals, and weight records show positive health outcomes. Physical activities such as garden circuits, scooter use, and community walks are offered regularly. Health needs are met through timely appointments and are registered with local General Practitioner (GP), dental and optician services.

Relationships and social inclusion are prioritised. People maintain regular family contact through home visits, phone calls, and video calls. Feedback from relatives is highly positive, praising staff's commitment and communication. Cultural identity is celebrated through themed days, and easy-read resources on religion and culture support inclusion. Social events such as themed discos and movie nights provide opportunities for people to spend time together and enjoy shared experiences.

Safeguarding arrangements are robust. Care staff said they feel confident raising concerns and described the manager as proactive in addressing safeguarding issues. Policies are up to date, and training compliance is high, ensuring people are protected from harm. We were told by the manager the service is working towards 'Welsh Language Active Offer' by raising care staff awareness and introducing Welsh phrases in daily interactions.

Overall, people experience good well-being because they are supported to make choices, maintain relationships, and engage in meaningful activities. The service promotes independence, safety, and inclusion, enabling people to achieve personal outcomes and enjoy a positive quality of life.



Care & Support

Good

People living at Coed Parc House receive good quality care and support that enables them to achieve personal outcomes. Pre-admission and provider assessments are thorough and regularly reviewed. They consider suitability, risks, and individual needs to ensure people are safe. Assessments draw on information from multidisciplinary teams, family members, and professionals, this collaborative approach ensures care is personalised and responsive to changing needs.

Personal plans are detailed, person-centred, and outcome focused. They clearly set out people's preferences, routines, and are visually formatted for people's needs and understanding. Plans are regularly reviewed with input from individuals, families, and professionals, ensuring they remain current and reflective of people's aspirations. This approach helps care staff provide consistent care and supports people to achieve meaningful goals while promoting independence and well-being.

Behavioural plans and risk assessments are detailed and person-centred, providing clear guidance for care staff on how to support individuals safely while promoting positive risk-taking. Plans outline proactive and reactive strategies, identify known triggers, and include calming techniques to ensure people maintain a positive sense of well-being. Risk assessments are regularly reviewed and updated to reflect changes in needs, ensuring care staff have accurate information to manage behaviours and maintain safety. These documents help care staff deliver consistent, compassionate care, and enable people to achieve their outcomes in a safe and supportive environment.

Outcome folders provide clear evidence of progress towards personal goals. They include photographs of activities such as baking, sensory activities and community outings, alongside written records of achievements. These folders demonstrate how people are actively involved in shaping their experiences and achieving outcomes which matter to them.

Daily records give a clear account of routines and interactions, showing how care staff promote independence and choice. They detail activities completed, meals selected, and any changes in mood. Where individuals decline activities, this is recorded, ensuring plans remain flexible and person-centred. An area for improvement identified at the last inspection for continuity of care has now been met. Records and observations confirm, people now have greater access to planned activities and routines, despite ongoing staffing challenges.

Medication is managed safely and in line with policy. Monitoring records are accurate, audits are completed regularly, and medicines are stored securely. Care staff are trained in administration and ensure people receive medication as prescribed.

Overall, care and support at Coed Parc House is good because it is person-centred, outcome-

focused, and delivered by care staff who understand and respect people's needs. This approach ensures individuals are supported to live fulfilling lives and maintain their health, safety, and independence.



Environment

Good

The home is divided into six contained flats and are maintained to a good standard and supports safety, comfort, and well-being. Communal spaces are clean, well-decorated, and arranged to create a welcoming atmosphere. Seasonal decorations and visual displays contribute to a homely feel and encourage engagement in shared activities. Dedicated areas for relaxation and sensory regulation are available, providing calm spaces that promote emotional well-being.

Private living spaces are personalised and reflect individual preferences, helping to create a sense of ownership and belonging. Furnishings and décor are generally in good condition, and maintenance systems ensure that any repairs or improvements are addressed promptly. While some areas require minor attention, plans are in place to ensure these are resolved without delay.

Health and safety arrangements are robust. Fire safety checks, drills, and equipment servicing are carried out regularly, and records confirm compliance with statutory requirements. Certificates for gas, electrical installations, and portable appliance testing are up to date. Water temperature checks and legionella risk assessments are completed as required. Storage areas for hazardous substances are secure, and medication cabinets are locked to maintain safety.

Outdoor spaces are accessible and provide opportunities for physical activity and relaxation. Where space is limited, arrangements are in place to support access to community facilities. Security measures, including controlled entry systems and external surveillance, are implemented appropriately and respect privacy.

Overall, the environment is good because it is safe, well-maintained, and designed to meet diverse needs. Communal and private areas are comfortable and functional, health and safety systems are effective, and access to outdoor spaces enhances quality of life. This approach ensures the home provides a positive and supportive atmosphere.



Leadership & Management

Good

Leadership and management at the service are effective and contribute to a positive and well-organised environment. Governance arrangements provide clear oversight, and systems for monitoring quality are embedded. Regular Responsible Individual (RI) visits and Quality of Care Reviews take place, gathering feedback from care staff, families, and professionals. This information is analysed to identify trends and drive improvements, ensuring the service operates smoothly and meets expectations.

Managers demonstrate strong oversight of day-to-day operations. Audits of medication, health and safety, and incident reporting are completed regularly, with actions tracked to resolution. Notifications are submitted promptly, and safeguarding concerns are addressed without delay. Care Staff told us they feel supported and described the manager as approachable and proactive in dealing with issues. This promotes confidence in leadership and helps maintain a positive culture.

Staffing arrangements are generally effective. Rotas are planned to maintain safe levels, and contingency measures are in place to manage absences. While there is some reliance on agency care staff, this has not significantly impacted outcomes for people. Recruitment processes are thorough, and checks are completed before care staff start work. Nearly all care staff are registered with Social Care Wales or working towards registration, and induction processes are in place.

Training compliance is high across mandatory areas, and care staff are supported to complete qualifications and attend refresher training. Supervision and appraisal systems provide opportunities for care staff to reflect on practice and identify development needs. Team meetings are held regularly and demonstrate strong communication and collaboration amongst the staff team.

Overall, leadership and management are good because oversight is strong, care staff are well supported, and quality assurance processes drive continuous improvement. This ensures the service operates safely and delivers care that promotes positive outcomes.

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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