



## Milsom House



Milsom House Residential & Nursing Home, Rectory Road, St. Athan,  
Barry, CF62 4NY



01446750166



[www.milsomhouse.co.uk](http://www.milsomhouse.co.uk)

The inspection visits for this service took place between 20/10/2025 and 23/10/2025

## Service Information:

Operated by:	The Manor House St.Hilary Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	37
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:

Milsom House Care Home is based in St Athan and can accommodate 37 residents with a range of nursing and personal care needs. This inspection was unannounced. People are extremely happy with the care they receive and speak positively about the service and care staff who support them. People receive a good service from care staff who understand their needs and care is provided with kindness and respect. Care documentation is detailed but we identified where some improvements are required.

The service works with external agencies and notifies Care Inspectorate Wales (CIW) of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests. Milsom House is extremely well presented and maintained with a schedule of ongoing refurbishments currently being undertaken.

Infection prevention and control processes are robust to reduce the risk of infectious diseases being spread throughout the home. Staff recruitment is safe and pre-employment checks completed prior to commencement of staff. Staff receive general mandatory training with additional

training carried out in specific areas as required. At this time the service is in the process of staff recruitment due to recent care staff vacancies.

There are policies and procedures in place for the smooth running of the service and the Responsible Individual (RI) visits the service regularly. Quality assurance monitoring is robust and people have input and opportunity to feedback their views of the service.

## Findings:



### Well-being

Excellent

People experience positive relationships with care staff. We saw staff interacting in a respectful, kind and friendly manner throughout the inspection visits. Care staff respond promptly to people's needs and provide reassurance and support when needed. We saw people extremely well-presented, happy and engaging in activities or spending time alone if they chose. At the time of the visit, we saw several people were taking part and enjoying flower arranging in the lounge areas. People are encouraged to take part in the various arranged activities and comments from people include *"I can do whatever I want really, staff are fabulous here, I couldn't ask for more."* Throughout the visit we observed people happily chatting to the little dog who visits most days and lots of laughter which gave a calm homely feel.

People are protected from harm and abuse. The entrance to the home is secure. There are two floors to the home each accessible via a passenger lift. Environmental arrangements for fire safety and general maintenance are in place. Care staff are recruited safely as pre-employment checks are completed prior to commencement of employment. There is a system in place to renew Disclosure and Barring Service (DBS) certificates when required. Care staff are up to date with safeguarding training which is supported by an up-to-date safeguarding policy. Mandatory training has been carried out or dates for future training planned. We saw the beautifully presented garden areas are well maintained and pleasant. People told us they enjoyed spending time outside in the warmer weather. People benefit from ongoing scheduled refurbishments throughout the home. The home is extremely clean and fresh throughout, evidencing an investment in an environment that reflects people's worth.

People have an excellent choice of meals to suit their nutritional needs and preferences. The chef has an excellent understanding of people's likes and dislikes. People's dining experience is a calm social time for people to enjoy. We saw people enjoying well presented meals and care staff spending time assisting and encouraging when required during mealtimes.

People's individual needs and preferences are considered at the service. Although we saw documentation has improved, we identified that further improvements are required to ensure people's individual needs reflect their personal plan, and care and support adapted to their situation. This serves to ensure care is person centred and continues to meet people's wishes and expectations. People have access to health care services when required and there is documented evidence of referrals to other professionals such as GP, dietician and optician. People receive medication safely as prescribed.



## Care & Support

Good

People receive the right care at the right time. Care staff have a good understanding of people's needs and engage with people in a positive manner. People spoke highly of staff and one person said, *"It is the best move I made moving here, staff are great, I am grateful to each and every one of them"*. Personal plans of care provided some information about people's needs and how they should be met. However, we discussed where improvements are required for better oversight and detail within the personal plan to reflect the day to day needs and wishes of individuals living at the home. The manager assured this matter would be addressed without delay. There are safe systems for medication management. We saw people receive their medication as prescribed and saw medication securely stored. Audits are carried out to make sure medication is stored and administered safely and to identify any areas for improvement.

Dedicated care staff know the people they support well and some staff told us they have worked at the home for many years. People's choices are promoted, for example regarding meal and snack options. We saw care staff interact with residents in a friendly and respectful manner and show excellent knowledge of people's wishes, needs and how to respond to them. People are supported to spend time doing things that matter to them and get involved in things they like. For example, painting, flower arranging, music and pre-arranged activities.

Systems are in place to protect the people who use the service. We saw people's body language and expressions indicated they felt safe and secure living at the service. Records we saw evidenced staff had received safeguarding training. A safeguarding policy is in place which informs staff of their roles and responsibilities in relation to protecting adults at risk from harm, abuse and neglect. Staff told us they understood the importance of reporting concerns and that they feel able to approach the manager with any issues or concerns and feel extremely well supported. Care staff are visible, and although we found there to be appropriate oversight of staffing arrangements, staff highlighted that an increase in some working hours due to staff vacancies had caused some issues. This is an area for improvement which was discussed with the manager who assured us would be addressed without delay.

People have a voice to make choices about their day-to-day care and are actively involved in the running of the home. The manager told us resident/family meetings take place which gives people opportunity to raise issues or make suggestions. People unanimously told us *"The manager and staff are fabulous; they will resolve any issues immediately"*.



## Environment

Good

People can be assured they live in a safe environment. On arrival to the service, we found the main entrance secure. We were asked for identification and to sign the visitors book prior to entry. This indicates visitors to the service are monitored to ensure only authorised visitors are permitted entry. Milsom House is set over two floors and a suitable environment for people who live, visit and work. The home is decorated to a very good standard throughout with ongoing scheduled refurbishments currently underway. Maintenance staff are employed at the service to ensure any repairs /issues are addressed immediately. There are beautifully maintained garden spaces with quality furniture for people to enjoy in the warmer weather.

People's needs are met because the provider's systems for monitoring and maintaining the physical environment and equipment are robust. Service equipment such as hoists and lifts are tested regularly to ensure they are fit for use. The home has communal space throughout including spacious lounges and a dining area that facilitate people spending time together or quiet time if preferred. We saw visitors welcomed into the home throughout each visit.

People are cared for in a clean and homely environment as there are effective arrangements at the home that will protect public safety and minimise cross infection. We found cleaning regimes and standards of hygiene throughout the home to be excellent. All staff have access to appropriate stock of personal protective equipment (PPE) and understand its proper use and disposal. Staff receive infection control training and recognise its importance. We saw bedrooms are personalised with items of people's choice and personal belongings. Consideration has been given to ensure people with additional mobility needs have good access and egress to enable choice as to where to sit and enjoy mealtimes. The Food Standards Agency (FSA) has awarded to service the highest rating of five (very good).

There is a fire risk assessment in place and people have Personal Emergency Evacuation Plans (PEEPs) in place to evacuate people safely. We looked at maintenance records and evidenced all safety checks of the building and equipment take place in line with regulatory requirement. Fire alarms, drills and emergency lighting are tested on a regular basis and the manager told us extensive works had recently been carried out following the recommendations from the South Wales Fire Authority. We found no hazards throughout the home and saw window restrictors in place as required and all harmful chemicals locked away safely.



## Leadership & Management

Good

People benefit from the quality of the leadership and management at the service. Milsom House has a RI with very good oversight of the service and a manager who is extremely experienced and registered with Social Care Wales, the workforce regulator. The manager has good understanding of legal requirements regarding vulnerable people and makes appropriate safeguarding referrals to the local authority when required. We saw policies and procedures in place for the smooth running of the service and to guide staff of what is expected of them.

People can be assured staff are safely recruited and trained for the roles they undertake. We looked at staff recruitment files and saw they contained all the pre-employment checks required in respect of any person working in regulated services. Staff receive formal one-to-one supervision in accordance with regulatory requirements. Supervision provides each member with opportunities to discuss their performance, development and /or any concerns they may have. Care staff are provided with good training in areas including dementia care, manual handling and fire safety. The manager told us additional training is carried out with several staff recently attending Syringe Driver/Palliative care specialist training. Staff meetings take place on a regular basis for management and nursing staff, but we identified care staff meetings had not taken place. The manager told us the matter would be addressed immediately.

People can be confident that management monitors the quality of the service they receive. The provider has systems and processes which are effective and understood by staff. At the time of the inspection, we were told staff recruitment was underway due to recent care staff vacancies. Staff we spoke to told us *"I love my job here, we are an excellent team"* *"It has sometimes been difficult due to the staff vacancies, but we help each other out"*. We discussed this issue with the manager at the time of the visit as staff told us 14-hour shifts were sometimes carried out. This is an area which requires improvement, the manager reassured us the matter would be addressed immediately.

The manager is visible and described by staff as "extremely supportive" and "looks after us well, we are really well supported". The RI visits the service as required and we viewed the recent three-monthly quality monitoring report in line with regulatory requirements which indicates that the provider is committed to providing a quality service and identifying and making improvements where required. We saw detailed information about the service which includes opportunities for people to express their views and lodge complaints. People have access to information. A Statement of Purpose (SOP) is available which accurately reflects the service's vision. People can be confident that the home is operated with their best interests at the forefront of care provision.

## 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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider must ensure that at all times a sufficient number of suitably qualified, trained, skilled, competent and experienced staff are deployed to work at the service having regard to the statement of purpose.	20/10/25

**CIW has not issued any Priority action notices following this inspection.**

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