



## Eriskay



Eriskay, Chepstow, NP16 6ND



01600860452

**Date(s) of inspection visit(s):** The inspection visits for this service took place between 14/08/2025 and 15/08/2025

## Service Information:

Operated by:	Eriskay residential Care LTD
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

**Good**



Leadership & Management

**Good**

## Summary:

Eriskay is situated in Broadstone, a small semi-rural village between Chepstow and Monmouth. According to its statement of purpose, Eriskay caters for individuals aged 18 and over with a learning disability and/or profound and multiple physical disabilities.

People using the service are comfortable in their home and with the team who supports them. They experience excellent well-being outcomes. A team with a mix of skills, knowledge, and experience delivers excellent care and support. People live in an environment that has been designed to meet their needs and is well maintained.

The leadership and management of the service are good. The day-to-day management of the home changed recently with the appointment of a new manager. The inspection found the transition was very well managed. Robust systems are in place to plan and review the care and support people receive, and to support the staff team. A responsible individual (RI) maintains overall oversight of the service. They support the manager, visit the service, and complete the necessary reports.

## Findings:



### Well-being

**Excellent**

People live healthily and safely, with control over their lives. Throughout the inspection, we saw people have choices and can do what matters to them. We observed this includes choice as to when to get up, where to spend time, and how to stay occupied. People were engaged in different activities throughout the day and accessed the community. This is possible because care workers and senior staff know people really well, understand how best to communicate with each person, and can anticipate when support is needed. We also noted that this knowledge enables care workers to offer the right level of support, encouraging independence and helping when tasks cannot be done safely. What matters to people and how best to support them is recorded in their personal plans.

People are supported to maintain their physical and mental health and emotional well-being. Within the home, care workers support people to have a nutritious and balanced diet, take their medication when required, and stay as physically active as possible. They also support people to attend routine appointments with health professionals. In addition, records show that when a person's presentation changes, staff alert the relevant external professionals. The activities people engage in and the relationships they have help maintain their emotional well-being.

People are safe and protected from abuse and neglect. Staff are trained in safeguarding and follow clear policies and procedures. Risk management plans are regularly updated to promote both safety and independence. The manager works with relevant agencies to ensure that any restrictions on a person's liberty are in their best interests. Systems and processes to manage medication have been strengthened since the last inspection. Medication is stored and administered safely through robust systems. Recruitment checks are thorough, giving people confidence that staff are appropriately vetted.



## Care & Support

**Excellent**

People receive excellent quality care and support to help them achieve their personal outcomes. Each person has care documentation that includes information gathered before they began using the service, what matters to them, and what support they need. Routines that are important to people are clearly recorded, along with things that may worry or upset them. Where there are risks, assessments are carried out and detailed plans for staff to follow are created. External professionals are involved when necessary, and their directives are implemented. On a day-to-day basis, staff record the care and support delivered to people. The information gathered informs reviews of people's plans and assessments.

People are protected from harm and abuse. Our observations show that care workers and senior staff know the individuals they support very well and have a strong understanding of their needs. We witnessed natural, friendly interactions and genuine connections throughout our inspection visit. Staff use the most effective communication methods for each person and deliver care and support in line with their personal plans. This includes using distraction techniques, meaningful activities, and empathy to respond sensitively to changes in behaviour or emotional distress.

Staff receive training and have policies and procedures to guide them. Discussions with staff show they know how to report any concerns. People who use the service and their representatives are given information on how to raise issues with senior staff at the home and/or with external agencies who can assist.

We saw medication management was a particular area of focus following the last inspection. Systems and processes were revised to ensure they are as robust as possible. Changes include assigning a designated member of staff to take responsibility for medication each day. Infection risks are minimised through rigorous cleaning and hygiene practices. The premises and equipment are kept clean, and the home has been awarded a rating of five (Very Good) by the Food Standards Agency for its food hygiene practices.



## Environment

Good

People live in a welcoming and well-maintained environment with facilities and equipment that support their well-being and lifestyle choices. We noted the interior decoration, including wall colours, paintwork, furnishings, and wall décor is homely while also providing visual and sensory stimulation. The RI told us that external professionals provided specialist advice on colours, textures, and equipment. Communal areas include a lounge, dining room, and kitchen. People's bedrooms are personalised and reflect their needs and interests. During our inspection, we observed people using what appeared to be their preferred areas and chairs in the home. Outdoor areas include a gazebo, a patio, and a large garden. We saw and were told about ongoing work to improve the garden area. This work involves help from local people and provides opportunities for those using the service to connect with others in the village.

The service has good systems in place to identify and manage health and safety risks. These include visitor sign-in procedures, regular safety checks, equipment servicing, and prompt maintenance. During the inspection, all areas were clean and clutter-free. We noted that people have their own areas or containers to keep objects they use regularly and that matter to them. People can navigate the home safely and access necessary equipment with ease. Security measures are in place to protect residents without compromising their rights, privacy, or dignity. There is evidence of ongoing investment in the service to maintain and improve both the accommodation and outdoor areas.



## Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has good governance, oversight, and organisational systems in place to ensure smooth operations and high-quality care. A new manager has recently taken over the day-to-day management of the service. They are an experienced manager and are in the process of registering with Social Care Wales (SCW). They are supported by a deputy. Overall, we noted that the transition between the outgoing and new manager was well managed. The incoming manager spent time with the retiring manager and the deputy, met with each member of staff individually, and spent time getting to know the people who use the service. We also saw that they reviewed existing systems and processes and identified areas for improvement. The RI has good quality monitoring systems in place, including regular audits, and seeks feedback from people using the service, their relatives, and staff. These are carried out at the required frequency, and the necessary reports are completed. Feedback from staff indicates that people have high levels of confidence in the leadership and management team.

People also achieve their personal outcomes because the service provider ensures there are sufficient staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Newly recruited staff are fully vetted by the provider, who carries out all necessary checks, including seeking references from previous employers and obtaining a Disclosure and Barring Service (DBS) check. Once in post, all staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Staff qualifications and training are monitored by the management team. We also found that staff are well supported by the manager and deputy through induction, continuous professional training, and regular supervision. Care workers and senior staff spoke enthusiastically about their roles, including spending one-to-one time with people and going out with them. They also spoke positively about the recent change in management, getting to know the new manager, and knowing there is always someone they can go to for support. We observed staff demonstrating kindness, respect, and compassion throughout the inspection, with people responding positively and appearing content and settled in 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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