



Cwmcelyn Nursing Home



High Street Blaina, Abertillery, NP13 3AQ



01495290550



www.shaw.co.uk

The inspection visits for this service took place between 08/01/2026 and 20/01/2026

Service Information:

Operated by:	Shaw healthcare (Cambria) Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing, Provision for mental health
Registered places:	24
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:

People experience a consistently good standard of care and support within a service where their well-being is actively promoted and protected. Individuals appear settled, content, and at ease in their surroundings. Staff know people well and demonstrate a clear understanding of their personal histories, preferences, routines, and assessed needs. This person-centred approach enables individuals to achieve positive outcomes and promotes their independence, choice, and dignity. We rate wellbeing and care and support as good.

The physical environment is safe and well-maintained. Regular monitoring, routine maintenance, and adherence to health and safety, fire safety, and environmental standards contribute to a secure and well-managed setting. The smaller community living arrangement promotes people's independence and autonomy. We rate the environment as good.

Robust governance arrangements enable the Responsible Individual (RI) to maintain effective

oversight of service quality and drive continuous improvement. Leadership is strong, with managers working collaboratively with people who use the service, the staff team, and external professionals. This partnership approach underpins reliable day-to-day operations and promotes people's overall well-being. We rate the leadership and management as good.

Findings:



Well-being

Good

People's rights to make their own choices and to take personal risks are actively promoted. There is a positive culture that supports autonomy, and this is reflected in individuals' personal plans. People are supported to participate in meaningful activities, pursue hobbies and interests. Opportunities such as trips, holidays, themed social events and personalised one-to-one activities contribute positively to people's well-being and support them to maintain valued social connections. Individuals have regular opportunities to express their views about the service, and there is evidence that their feedback is listened to and used to inform ongoing service development.

People can receive a service in the Welsh language. Welsh-speaking staff are available, and the service demonstrates a commitment to the active offer. Common Welsh words and phrases are displayed to promote everyday use of the language, and Welsh culture is recognised and celebrated.

People are protected from harm and abuse. Staff receive appropriate training to ensure they understand their responsibilities in recognising and reporting concerns. People's liberty is protected in accordance with relevant legislation. A complaints process is in place and accessible to people and their representatives. Compliments received from family members and visiting professionals are acknowledged, shared, and celebrated within the service, contributing to a positive culture and reinforcing good practice.

People benefit from positive and trusting relationships with staff, which they value. Staff demonstrate a good understanding of each individual's personal needs, preferences, and personal outcomes. Records show that care is delivered in line with individuals' personal plans. People are supported to maintain a healthy and varied diet, and staff respond promptly to any emerging health concerns. Medication management systems ensure individuals receive their prescribed medicines consistently. Staff show dedication and compassion in their practice, which contributes positively to people's well-being.

The physical environment promotes independence and autonomy. The smaller community-living arrangement allows people to choose how they spend their time, either socialising with others or enjoying privacy. Units support people's independence and ownership of their personal space.



Care & Support

Good

Staff deliver care and support to a consistently good standard and demonstrate a clear understanding of the individuals they support. Staff have access to up-to-date personal plans and clear guidance to support them in meeting people's assessed care and support needs. Where individuals present with behaviours that may challenge, plans identify potential triggers and outline preventative responses to promote well-being and reduce distress. Reviews of plans take place on a regular basis which shows engagement with the individual. People are involved as much as they want to be in reviews. Further work is required to ensure discussions take place that evaluate whether personal outcomes have been achieved and whether these outcomes remain relevant.

Interactions between staff and people are warm, respectful, and compassionate, contributing positively to individuals' comfort and well-being. Staff promote well-being through care practices, such as encouraging choice, supporting engagement in meaningful activities, and responding promptly to any changes in people's health, behaviour, or presentation. This approach ensures people remain in control of their day-to-day lives while receiving the support they need to do so safely.

People receive their medication as prescribed in accordance with national guidelines. An electronic medication administration system helps reduce errors and ensures robust audit trails. PRN "as required" medication records include rationale for administration and evidence of effectiveness. Staff receive appropriate medication training, and learning from errors is acted upon promptly. Improvements are required to strengthen arrangements for the disposal and destruction of medication, as current practices do not consistently demonstrate clear and complete audit trails.

There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities. Infection prevention and control (IPC) is supported by regular audits which enable oversight and identification of any emerging concerns. The service has achieved a food hygiene rating of 5, demonstrating strong food hygiene standards.



Environment

Good

People benefit from a warm, comfortable, and welcoming environment. The service is arranged into four units, each providing access to a communal lounge, kitchenette, and appropriate bathroom and toilet facilities. Individuals are encouraged to personalise their bedrooms and supported to make their spaces reflect their identity and preferences. People can choose where they want to spend their time, whether they want to be alone or socialise with others, supporting both privacy and community living. The service provider ensures that people have suitable furnishings and equipment to meet their assessed needs, contributing to a safe and comfortable living environment. Outdoor areas are safe and accessible enabling people to enjoy time outside and support their overall well-being.

People live in a safe environment, with regular safety checks undertaken to identify and mitigate risks to health and safety. Arrangements are in place to ensure the home is kept clean, and maintenance and repair processes are well established. Maintenance records confirm routine testing of utilities and essential equipment, including hoists and slings, in line with regulatory requirements. Regular tests and checks of fire safety systems are completed, and Personal Emergency Evacuation Plans (PEEPs) are in place and easily accessible in the event of an emergency. Fire drills are routinely conducted. A maintenance person undertakes general repairs and routine checks, ensuring issues are addressed promptly and the environment remains safe and well maintained. These arrangements contribute to a safe, well-managed environment where people can live with confidence and a sense of security.



Leadership & Management

Good

Leadership at the service is effective and promotes continuous improvement. The service provider has established robust quality assurance and monitoring arrangements, including audits, data analysis, and regular review meetings. These processes identify areas for improvement and drive positive change within the service. The RI has good oversight of the service. Three monthly visit reports demonstrate consistent engagement, visibility and accountability. The RI monitors compliance listens to people's views and ensures actions are followed through. Feedback from people living in the service, their representatives and staff is routinely gathered and used to shape service development. Resident meetings, surveys and informal feedback contribute to an approach that values people's experiences and informs improvement planning.

The provider has robust selection and vetting arrangements which ensure staff are suitable to work with people who may be vulnerable. All new staff complete an induction programme that includes mandatory training and access to key policies and professional codes of practice. This equips staff with the knowledge and skills to deliver consistent, person-centred care that supports people to achieve their personal outcomes.

The service provider ensures that staff have access to ongoing training, supervision, and professional guidance. Staff development strengthens practice, promotes confidence, and supports workers to respond effectively to people's changing needs. Nursing and care staff maintain registration with their relevant regulatory bodies, ensuring accountability and professional standards are upheld. People benefit from a relatively stable and consistent staff team who know them well. This continuity supports positive relationships and helps people feel safe and enhances their daily experiences.

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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