



## Bethany Residential Home LTD



Bethany Residential Home, Old Bulwark Road Bulwark, Chepstow, NP16 5JL



01291621425



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

The inspection visit took place on 23/04/2026

### Service Information:

|                                          |                                                                                                                              |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Operated by:                             | Bethany Home LTD                                                                                                             |
| Care Type:                               | Care Home Service<br>Adults Without Nursing                                                                                  |
| Provision for:                           | Care home for adults - with personal care                                                                                    |
| Registered places:                       | 36                                                                                                                           |
| 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:

Bethany is a care home located in the town of Chepstow, providing personal care and support for older people.

People experience good wellbeing outcomes because they are well known, understood and provided with care and support by a long standing and dedicated staff team. The valuable support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive is good. Co-produced plans for people's care and support detail the support required to help them achieve their outcomes and the information care workers require to understand what is important to them. Care workers know people well and have positive relationships with them. People receive support to maintain and improve their wellbeing with involvement from professionals.

The environment is rated as good because people live in a warm, comfortable and welcoming

home which meets their needs. There is a feeling of homeliness and there is space for people to spend time together or enjoy some quiet time. Regular monitoring and maintenance of the environment ensures people are kept safe.

Leadership and management is rated as good. Audits of quality of care contain detailed analysis and action planning to improve service quality. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers receive effective induction, ongoing training and development to support them to perform their roles.

## Findings:



### Well-being

Good

People are treated with dignity and respect, and are supported to identify and achieve their personal well-being outcomes. Care workers promote a strengths-based approach, encouraging people to build on their abilities and maintain independence wherever possible.

Positive practice was evident through care workers listening attentively, providing clear and accessible information, and supporting people to make informed choices about their lives. This approach empowers people to take control of their lives with confidence, supporting them to maintain their physical and mental health, and emotional well-being. People's right to make their own decisions, including taking informed and positive risks, are promoted within a supportive and enabling culture. This is reflected within personal plans.

The service prioritises people's well-being and safety by identifying, assessing and managing risks appropriately. People are offered choice in their daily lives, including meals, activities and opportunities to access community facilities. People are supported to engage in activities that are meaningful to them and promote their overall wellbeing and independence. We noted regular community-based activities are planned collaboratively with residents, who are actively involved in organising outings. Activities within the home are coordinated with a designated activity coordinator and further opportunities are offered by visiting providers. Participation in activities enhances people's happiness, health and overall quality of life, supporting them to achieve their personal outcomes. The service provider makes an effort to promote the use of the Welsh language and culture.

Safeguarding arrangements are robust. People are protected from abuse and neglect and live in an environment where they feel safe and secure. A representative of a person using the service told us, *"Dad feels much safer than when he was at home."* Systems are in place to ensure people's voices are heard, with clear processes to identify and respond to concerns promptly.

People are valued as individuals. Their preferences, interests, cultural backgrounds, life experiences, spirituality, sexuality and relationships are recognised and respected by care workers and leaders. The service encourages and welcomes visitors, recognising the importance of maintaining relationships. We were told by a representative of a person using the service, *"They are happy for us to turn up at any time."*

People live in accommodation that meets their needs. The provider takes into account people's well-being when determining the suitability of the environment, ensuring it supports their safety, comfort and independence.



People receive consistently good quality care and support because the provider carries out comprehensive assessments before agreeing to provide a service. These assessments consider people's needs, desired personal outcomes and the potential impact on others already using the service. The manager and/or deputy manager gathers detailed information from relevant professionals and individuals involved in people's care. Where possible, people themselves are involved in discussions about their preferences and wishes. This information is used to make informed decisions about whether the service can effectively meet people's needs.

Personal plans are co-produced and regularly reviewed with people, their representatives, professionals and the service provider. Plans are strengths-based and outline how care workers should support people to achieve their well-being outcomes. Additional documentation provides further information for care workers, including key information about people's important relationships, family, life and work history, and personal outcomes. Plans are updated promptly in response to any changes in needs or preferences. People's interests, cultural backgrounds, protected characteristics, life experiences and relationships are appropriately reflected in care planning.

People receive care that is dignified and respectful, with positive and meaningful interactions observed between care workers and those they support and with family members. A person using the service told us about the care workers, *"They know me, my good days and bad days."*

People are referred to appropriate healthcare services in a timely manner and recommendations from professionals are followed consistently. People are supported to maintain their health and well-being, including attendance at health appointments and participation in health promotion activities. Records evidenced people being supported to access health services. The provider ensures people have access to a nutritious and balanced diet, with specialist dietary requirements catered for as needed.

There are effective safeguarding arrangements in place to protect people from abuse and harm, ensuring compliance with relevant legislation. People's liberty is protected in line with legal frameworks.

Medicines are managed safely and people receive their medication as prescribed, in accordance with national guidance and the provider's medication policy. We noted medication had been securely stored outside of the designated medication room. To ensure effective monitoring of the temperature of controlled medication storage, the provider has moved the safe to the medication room.

Regular audits are undertaken to monitor practice and maintain high standards of care. People are protected as much as possible from the risk of infection because the environment and equipment are clean and hygienic. The service has a food hygiene rating of 5, indicating very good standards of food hygiene.

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## **Environment**

**Good**

People have access to a range of communal and private spaces enabling them to spend time alone, socialise with others or enjoy having visitors. The service contains a shared lounge with an adjoining dining area, as well as a quiet TV area and a sperate activities room.

Communal areas meet people's needs, promoting independence and offering opportunities for socialising, private meetings and recreational activities. The environment is warm, comfortable, and welcoming, with appropriate furnishings and equipment to reflect people's needs and preferences. People are supported to personalise their rooms with their own belongings.

Bathrooms, showers and toilet facilities are designed to uphold privacy, dignity, safety and accessibility. Effective systems are in place to maintain and manage the premises, ensuring timely maintenance and adaptations to meet changing needs. The layout enables people to navigate the environment with ease.

Outdoor areas are safe, well-maintained and accessible. An outside patio area, adjoining the main communal lounge, is accessible and offers an attractive area to enjoy fair weather.

The provider takes a proactive approach to identifying and managing risks, recognising this as a shared responsibility among staff. Regular maintenance and prompt repairs further support the safety and wellbeing of those using the service.



## Leadership & Management

Good

Oversight and governance arrangements support a positive, open and compassionate culture within the service. Systems are in place to monitor the quality of care, including regular audits, leadership visits and feedback from people, staff and visiting professionals. This information is used to inform and drive continuous improvement. The Responsible Individual (RI) is a regular presence in the service and is known to people and care workers. Outcomes for people require improvement because records of RI visits to the service do not consistently include details of discussions with people using the service and care workers. We expect the provider to make improvements.

Policies and procedures are generally appropriate and proportionate to the needs of those supported. Outcomes for people require improvement because the provider does not ensure policies and procedures are aligned with current legislation or national guidance. As a result, care workers cannot be assured they are working to current standards or best practice. We expect the provider to make improvements.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff have confidence in the manager, we were told, *"I feel very comfortable going to her with anything."* Care workers have trust in each other and feel well supported. A member of staff told us about team morale, *"It's really good."*

The provider encourages feedback from people and staff through regular meetings and other accessible methods. People are aware of how to share their views and experiences, and there is evidence concerns are responded to in a timely, open and transparent manner. Leaders promote a culture of candour, ensuring honesty and accountability when things go wrong, including offering apologies where appropriate. A visitor told us about the service, *"If there was any problem, I'd be happy to go to any member of staff."*

People are supported to achieve their personal outcomes as the provider ensures there are sufficient numbers of suitably qualified and skilled staff. Staffing levels and skill mix are regularly reviewed and adjusted in line with people's changing needs.

Robust recruitment and vetting processes are in place to ensure staff are suitable and trustworthy. Ongoing checks confirm staff remain fit to practise and maintain appropriate professional registrations where required.

Staff development is supported at all levels, with a culture of identifying workers potential and actively supporting staff development. Senior staff monitor training and qualifications to identify and address any gaps. Induction and ongoing training are relevant to the needs of the people

supported.

Staff receive regular supervision, including at least quarterly one-to-one meetings and an annual appraisal, providing opportunities for reflection, feedback, and identification of learning and development needs.

## 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 |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------|
| People using the service cannot be sure the service delivered in line with current legislation and national guidance.            | 23/04/26        |
| People using the service and care workers cannot be sure their feedback is considered when planning improvements to the service. | 23/04/26        |

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

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