Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Rogerstone House

73 Risca Road, Rogerstone, Newport, NP10 9GD

01633614365

Date(s) of inspection visit(s):

06/06/2025, 09/06/2025, 05/06/2025

Service Information:

Operated by:	Achieve together Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
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	Excellent
Leadership & Management	Excellent

Summary:

Rogerstone House is a residential care service, providing 24-hour support for adults. The service is spacious and provides 6 individual single bedrooms. The service is set-back from a main road and has access to a securely gated and large front parking area, suitable for several vehicles. There is a large easily accessible secure garden at the rear for people to enjoy outdoor activities

The culture and primary concern of the outstanding staff at the “home” is to ensure the best quality of life for people through respect, empowering and encouragement.

The service is highly effective and creative in helping people to achieve their personal wellbeing goals. Successfully supporting people with complex support needs. Staff provide quality personalised outcome-based care and support where people are at the heart of decision making.

People live in a consistently well maintained, uplifting environment that enables them to achievement excellent outcomes.

A highly effective leadership and management team are passionate and dedicated to supporting

people to achieve their goals and aspirations. There are highly effective governance systems in place to oversee the quality of care delivered. The culture fostered by the management team is extremely positive and caring, delivered by a knowledgeable, competent and stable workforce

Findings:

Well-being — Excellent

People are treated extremely well and always with dignity and respect. People are actively supported to identify their well-being outcomes and encouraged to use and build on strengths. We saw and people indicated they get on very well with staff. There is a great deal of trust between both. An experienced and stable staff team are exceptionally well led. Staff know people well and use a range of methods of communication, including more specialist methods such as Makaton. We saw and records show people are offered choices to make everyday decisions. A social care professional told us *"staff are excellent, there is a great team at the service".* There is very-much a strength-based, positive culture in the service. Staff work closely with external health and social care professionals to over-come barriers and to support people to achieve their goals.

A very strong support system ensures any risks are promptly identified and addressed. People are encouraged to express their preferences through every-day actions supported by staff. Everyone has a dedicated keyworker that is exceptionally well trained around the specific needs of the people they support. Comprehensive risk management procedures and very strong safeguarding processes ensure both people and staff are as safe as possible. Care workers demonstrate a clear knowledge of these and how to manage any risk and report any concerns. People have information in a clear pictorial format on how to express any worries or concerns. The management team are accessible, operate an open-door policy and place people at the heart of the service.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths, and skills. There are creative and imaginative opportunities for people to connect with family, friends and contribute to the local community. There are plans to visit West Midlands Safari Park as well as a holiday this summer. Great importance is placed on maintaining and developing daily-living skills as well as creating new meaningful skills people would like to explore.

People achieve outstanding outcomes because they reside in highly personalised accommodation that truly feels like home to them. People are happy enjoying the company of each other and staff. They have facilities, which encourage their independence, social skills and enables them to have private time. Communal areas are homely, comfortable and nicely decorated. Bedrooms are personalised with items and interests of choice and suitably furnished. There is pictorial signage in the communal areas highlighting activity programmes and how to raise any complaints/ concerns. The home is welcoming, accessible and where people feel part of the local community.

Care & Support — Excellent

People receive exceptional care as staff use strategies to involve and meaningfully engage with people, their families, friends, and other professionals in care planning. Personal plans focus on peoples' strengths. Personal plans are adapted around the capabilities of the individual and incorporate the views of relatives. They also reflect guidance provided by relevant health and social care professionals. A professional who knows the service well said, *"staff have a lovely rapport with people and support people incorporating our recommendations".* A relative said it's a great place, staff are excellent, they communicate with us very well". There is clear reference and tracking of peoples' goals, outcomes and aspirations in daily notes and in monthly keyworker review meetings. These achievements some which may appear small are huge to the individuals and are greatly celebrated

People are supported by highly skilled staff with excellent understanding of their individual needs and preferences. We found a culture in the service of wanting to make a positive difference to the lives of people by a stable, professional and well-led staff team. The organisation heavily invests in staff through consistently good training around the needs of people being supported. This was evident in training records, through observations and discussions with staff. Care workers told us "*Training is really good, we can always ask for extra training"* and *"there is a really supportive culture here".* This is supported by strong, established links with local mental health, health, and social care professionals resulting in people experiencing excellent outcomes.

People are supported by staff who have extensive understanding of how to minimise restrictive practices to ensure everyone feels safe while enjoying maximum freedoms. There is a positive managed approach to risk-taking which is highly effective encouraging people to overcome barriers and try new things. Recent achievements include people accessing public transport, visiting a safari park and cooking for themselves. People have grown in confidence and ability due to the outstanding encouragement and support they receive. The manager listens to people to understand what is important to them, involving advocacy services when required to make sure people have their rights upheld.

Staff are trained and knowledgeable in Deprivation of Liberty Safeguards (DoLs) continually look for ways to reduce restrictions and promote independence. This was evident in reviews, staff supervision and team meetings. We saw care workers using highly creative distraction techniques to avoid upset promote independence whilst minimising risks.

Environment — Excellent

The provider demonstrates a very strong commitment to ensuring the premises is based on the needs of the people living at the service. The service is set-back from a main road and has access to a securely gated and large front parking area, suitable for several vehicles. There is a large easily accessible secure garden at the rear for people to enjoy outdoor activities. Although, at the time of inspection, the lower part of the garden was inaccessible due to planned improvements. The provider has comprehensive plans to enhance this area of the garden for people. We found the environment is ever evolving based on the needs of people. People are supported to go into the local community and further afield if they wish.

People are encouraged to help with decorating or furnishing the premises where possible. The home was being freshly decorated throughout at the time of the inspection, and new fire doors had recently been fitted. There is plenty of communal space and room for people to meet in private with their family if they wish. Some individuals enjoy spending weekends away with family, which is always facilitated. We saw people getting involved in arts and crafts, games and enjoying their favourite classical music. Great focus is placed on maintaining and further developing daily living skills. There is a well-equipped communal kitchen where people are supported by staff to bake and make their own drinks and food. People know each other very well and enjoy spending time together in the lounge, garden and dining room. A laundry room also provides opportunities for people to be involved in daily living tasks if they are able.

People can be assured they live in a safe environment. On arrival we were asked for identification and to sign the visitors book before being permitted entry to the home. The environment is homely and clutter free with hazards reduced as far as possible. Any harmful chemicals are locked away safely. The service has comprehensive risk assessments regarding people and the environment they live. Fire safety is paramount with everyone having a Personal Emergency Evacuation Plan (PEEP) to safely evacuate the building. Three monthly fire drills help people and staff be prepared to leave the building in the event of a fire.

The service has exceptional systems in place to monitor the environment. Safety checks to the building including testing of electricity, water and emergency lighting. Any concerns are actioned immediately. High standards of training, supported by policies and procedures guide care workers to follow hygienic practices. The manager and RI carry out a range of regular audits in ensuring a high-quality environment is maintained.

Leadership & Management — Excellent

People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. The leadership group are visible role models as they guide the strategic direction of the service and the pace of any changes. Staff said, *"managers are amazing"* and *"strive for a positive culture, they have made huge improvements".* A social care professional told us *"we have developed an excellent relationship, a real partnership approach".* We saw highly effective quality monitoring systems including audits of care and support. These are informed by regular visits to the service by the RI and include engaging with people, their relatives, staff, and visiting professionals. This information is used to drive continuous improvements in the service.

The service places high importance on celebrating the achievements of people and staff. Staff ensure the achievements of people are always recognised and celebrated in daily interactions. newsletters, review meetings and RI reports. There is a real team spirit in the service and regular events are arranged with the providers other services where both people and staff come together.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are always in the service. Staff turnover is low, with some use of agency staff whilst staff are being recruited. The agency workers are consistent, experienced and well known to the service and people. They receive a consistent induction into the service, including a good overview of the people supported. People have dedicated keyworkers who know them extremely well, having comprehensive training around their specific support needs.

There are highly effective recruitment, induction, training and support systems in place to ensure people get an excellent service. Staff training and development is prioritised by the provider assisting managers and teams to improve their practices. The management team support staff to improve skills and performance through team meetings, training, regular supervision and annual appraisals. The manager is highly responsive, has an open-door policy and regularly supports staff in providing care and support to people. The manager confirmed they have excellent support from the RI and regional manager.

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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