Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Uplands

The Regard Partnership, 6a, The Uplands, Newport, NP11 3RH

01495245253

www.achievetogether.co.uk

The inspection visit took place on 07/10/2025

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:	5
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	Excellent
Environment	Good
Leadership & Management	Good

Summary:

The Uplands is a residential service supporting up to five individuals in the Newbridge area of Caerphilly in Gwent. The service is located close to a range of local community facilities. There are good transport links to Blackwood and Caerphilly. The service is set among picturesque views of the local countryside and is a short drive away from woodland walks and beaches.
The service is rated as excellent in the theme of well-being. This is because people are supported to work towards and achieve goals which are important to them. Care and support is rated as excellent as people's personal plans are comprehensive and personalised. They guide care workers how to support people in great detail. The environment meets the needs of people at the service and is therefore rated as good. Leadership and management is good as there is good governance arrangements and processes in place to ensure the smooth running of the service.

Findings:

Well-being — Excellent

Care workers actively encourage people to have as much control over their daily lives as possible. They offer meaningful choices about daily activities for people and consistently respect and act upon these choices. Care workers take time to understand each person's views, wishes and what matters to them most. This forms the basis of people being supported to identify their own well-being goals. Care workers support people to work towards these and progress towards goals is noted. When goals have been met, people are supported to identify their next goals to work towards.

Care workers actively assess and manage risk across all aspects of the service. The service develops and maintains robust risk assessments which identify potential risks and set out clear protective mitigation strategies. Care workers use these assessments to keep people safe whilst enabling people participate fully in activities that matter to them. This approach shows a strong commitment to balancing safety with independence and choice, whilst respecting people's wellbeing goals.

Care workers use appropriate and inclusive communication methods to ensure everyone can express themselves. An easy-read version of the complaints policy is displayed around the service, making the process accessible and visible to all. Staff actively promote people's rights to speak up and respond promptly and respectfully to any concerns raised. This approach empowers people to feel heard, valued, and confident their views will lead to meaningful action.

People are supported to be part of their local community. On the day on inspection everyone was supported to go out and participate in a variety of activities and or tasks. People are encouraged to complete homely tasks alongside care workers. Photographs are displayed around the service of the many trips and outings people have enjoyed. The service is working towards providing the Welsh Active offer. There are bi-lingual notice boards displaying the day and date as well as weather, emotions and feelings bi-lingually.

Care & Support — Excellent

The service demonstrates excellence in care and support by ensuring every individual receives person-centred, outcome-focused care which is tailored to their unique needs and preferences. The service completes a pre-assessment to ensure they can meet people's needs before offering a place at the service. This pre-assessment is the basis from which personal plans are developed. People's personal plans are personalised and empowering. They are co-produced and convey a detailed sense of the person they describe. People's personal plans are strengths focussed and set out the things people can do independently before outlining area's people need support with. People's likes and preferences and recorded and importantly things people don't like or that people find difficult are also recorded. Care workers understand the importance of recognising and responding to each person's emotional and communication needs. They use personalised information to identify words, phrases or situations that may cause distress and adapt their approach to avoid these. Care workers promote independence by encouraging people to carry out tasks themselves, while remaining attentive and ready to offer verbal prompts or practical support when needed.

Personal plans are reviewed regularly or when things change for people. People and their families or representatives are included in these reviews if they wish. Reviews set out any lessons learnt, update personal plans with people's changing needs, and update risk assessments as appropriate. People's voices are clearly captured throughout personal plans, including views on personal relationships and spiritual well-being. When needed, issue specific support plans are in place. These empower people to consider situations they may find difficult and set out what helps them. Care workers have this guidance to know what to do and how to support people in a way they need but also feel comfortable with should these difficult events occur.

Medication administration practices are good within the service. Appropriate records are kept and reviewed. Medication is stored is a clean and organised space. Plans for any 'as required' medications are in place. There are good hygienic practices within the service to ensure good infection prevention and control.

During the inspection we observed warm and positive interactions between care workers and people. People are supported to be as independent as they can be, and care workers are there to support whenever people need them.

Environment — Good

The service actively meets the needs of the people living there. People choose from a variety of communal spaces, and we observed them using these areas throughout the inspection. The service is a well maintained, homely and welcoming environment. The service is clean and clutter-free, following cleaning schedules to uphold hygiene and cleanliness.

People have spacious bedrooms, decorated according to their individual tastes and preferences. In addition to the ground floor kitchen/dining room, the service provides a second kitchen on the first floor. This allows people to independently prepare drinks, snacks, and meals if they wish. It also offers an alternative dining space for those who prefer to eat away from the main dining area. All required safety checks and compliance certificates are in place within the service. Regular maintenance work is completed, with consideration given to people at the service to ensure minimal disruption to people's day when work is undertaken. The service has plans for upgrading and modernising areas within the service in the near future for the benefit of the people at the service. Appropriate fire risk assessments are in place and everyone at the service has a Personal Emergency Evacuation Plan (PEEP) which supports their safe evacuation from the service in the event of a fire. Fire drills are completed frequently.

The service benefits from front and back garden areas. The front garden area is mostly laid to lawn with a small patio area providing lovely views of the local area. The garden to the back of the service is multi layered. The patio area is mainly used by people at the service. This has chairs and garden furniture for people to use when spending time outside. This garden is private and not overlooked by anyone.

The service has a Food Standards Agency rating of five (very good). People can be assured there are good standards of good food hygiene within the service.

Leadership & Management — Good

There are processes in place to ensure the safe recruitment of care workers into the service. These checks include receiving suitable references from previous employers, and care workers undergoing a Disclosure and Barring Service (DBS) check. New care workers into the service are supported with a robust induction. This induction includes completing required training via face-to-face sessions and some e-learning sessions. Regular check ins with the manager of the service during this time supports new care workers into their roles.

All care workers receive regular supervision sessions with the manager. These sessions follow a format which is robust and ensures to cover topics relating to care workers personal well-being as well as work related discussions. All care workers complete regular updates to their training to ensure they have up to date skills required for their caring toles. Oversight of this, and all other matters relating to the service is goof. Care workers have regular team meetings. These provide updates relating to the service, as well as remind care workers of the different supports available to them. Care workers regularly organise events designed to explore and understand people's views, wishes and what matters to them most. These opportunities for engagement help care workers gain deeper understanding into individuals' preferences, enabling them to plan future activities that are meaningful and enjoyable tailored to each persons interests. There are good oversight arrangements of the service. The Responsible Individual (RI) attends the service and completes the required Quality of Care report every six months. The Statement of Purpose accurately reflects the service, and the Service User Guide is available in an accessible format for people at the service.

Care workers are happy working at the service. Care workers have access to all service policies and procedures via an electronic 'app' on their mobile device. This is a useful way for the service to share updates and celebrate organisational successes. Care workers told us they feel supported by the manager, and they "*Communicate well as a team and support each other*". Care staff also said the manager "*Encourages their learning."*

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.

Welsh Government © Crown copyright 2025.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.