



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**

## Inspection Report

### The Waverley Care Centre



Waverley Care Centre, 122-124, Plymouth Road, Penarth, CF64 5DN



02920705282



waverley care centre

The inspection visits for this service took place between 01/10/2025 and 10/10/2025

### Service Information:

Operated by:	The Waverley Care Centre Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health
Registered places:	129
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**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

The Waverley Care Home is based in Penarth and can accommodate 129 people with a range of nursing and personal care needs. Since the last inspection care documentation has improved and is mostly reflective of people's care needs but requires some further improvements to ensure all important information is updated and captured. This matter is being addressed, and we were told would be completed within a few weeks. Care staff have a good understanding of people's needs and respond to them in a timely manner. People live in an environment where an extensive schedule of works has been undertaken and almost at completion. This has not impacted people living, visiting and working at the service at this time. The Responsible Individual (RI) visits the service regularly and addresses any deficits identified immediately to ensure people experience consistent outcomes.

Further changes in leadership, management and staffing arrangements at the home has ensured people are living in an improved environment that is safe, clean and free from hazards. The service works with external agencies and notifies the Regulator of incidents and safeguarding matters in a timely manner to ensure the service is acting in people's best interests. Quality assurance monitoring systems are now in place ensuring actions are taken based on accurate information and

audits. People are happy with the care they receive and speak positively about a good improving service and kind care staff who support them. Progress has been made regarding the areas for improvement identified at the last inspection. The provider told us all outstanding areas are being addressed as a priority.

## Findings:



### Well-being

Good

People are protected from harm and abuse. The home has a robust safeguarding policy in place and staff have received additional training in the safeguarding of adults at risk of abuse. The provider notifies the Local Authority team when required and Care Inspectorate Wales (CIW) are notified of incidents as set out within the Regulations. Care staff are recruited safely as pre-employment checks are completed correctly. Care staff, where required are registered with Social Care Wales, the workforce regulator. People are supported to maintain their physical, mental and emotional health and their needs are anticipated. Although care documentation has greatly improved since the last inspection, we highlighted areas where some further improvements are required. Care files are important documents which should outline a person's entire needs, and the actions required from staff to meet those identified needs. The management team told us this matter was being currently being addressed.

Overall, the environment promotes people's well-being. We saw people enjoying the new communal areas and garden areas throughout the home and observed the home to be clean and fresh throughout with housekeeping staff present throughout our visit. Building works remain on-going throughout various areas of the home. However, attention has been given preventing any adverse impact for staff, visitors and people living at the home. There has been oversight of the current building works being carried out to maintain people's safety and hazards removed where possible. The provider told us all building works internally/externally should be complete within the next three months. Infection control arrangements are in place to reduce the risk of infectious diseases being spread throughout the home. Safety checks are carried out and fire safety is taken seriously with recommendations carried out following a recent visit from the Fire Authority.

People receive care and support from a friendly staff team; and we were told there are enough staff to help with arrangements in place to cover any shortfalls. People receive an extensive range of social and recreational support in accordance with their interests. We were told there are five full time activity coordinators at the service and an extensive activity programme in place. Visitors and families are welcomed into the home and one visitor told us, *"I am more than happy with the care and staff here, I can see the improvements that have been made, I am always kept updated of any change"*.



## Care & Support

Good

Overall, people receive the right care at the right time. We saw very good staffing levels that ensured people did not have to wait for support. Care staff have an extremely good understanding of people's wishes, needs and how to respond to them. We saw positive engagement and positive interactions throughout the visit. People spoke kindly of care staff and comments include *"I could not ask for more really, staff are very kind and attentive here"*. We observed people's body language and expressions indicated they felt safe and secure around the staff supporting them. Staff had time to sit and support people appropriately and we saw staff interact in a friendly and respectful manner.

People have access to health and other services to maintain ongoing health and well-being. We saw information within the care documentation evidenced referrals and contact with various health professionals such as dentist, opticians and GP. We saw referrals made in a timely manner. Whilst care documentation has improved since the last inspection we identified where further improvements are required. This is to ensure personal plans of care contain all the required information about people's needs, wishes, choice and how they should be met including details of people's life, history, hobbies, and interests to help staff get to know each person. We discussed this with the management team who assured us this matter was being addressed without delay.

People spend time doing things that matter to them and have good options to choose from. The Waverley Care home has five dedicated full time activity coordinators within the home each day. During the unannounced visit, we saw various activities taking place throughout the home. We noted special occasions are celebrated. Visits are arranged to the beach, lakes and minibus tours arranged. There is a schedule of various activities and events advertised in all communal areas throughout the home and available on a daily basis. The home links in with families, local communities and also commissions external entertainment such as singers. During our visit the entertainment singer was at the home and we saw people happily singing along with several people enjoying dancing with staff and engaging positively. We observed the afternoon mealtime and saw people enjoying the meals provided and a sociable time for people to enjoy, those who preferred privacy dined in their own rooms. Care staff and kitchen staff have a good understanding of modified diets and we saw care staff providing assistance and support when required.

People told us they felt safe and secure living at the home. Records we saw evidenced staff had received updated safeguarding training. A reviewed safeguarding policy is available which informs staff of their role and responsibilities in relation to protecting adults from harm, abuse and neglect. Care staff told us they fully understood the importance of reporting any concerns or issues and they now feel able to approach the management team or Responsible Individual (RI) with any issues or concerns.



## Environment

Good

People live in a suitable environment where improvements remain ongoing. The Waverley care home is in Penarth with local amenities and views of the seacoast within walking distance. The home can accommodate up to 129 people over several floors made up of small communities. On arrival, we were asked to sign the visitors book and identification checks were carried out before we were permitted entry. We carried out a tour of the building and saw where many improvements have been carried out. People now experience a clean hazard free environment with effective infection prevention and control measures in place. Management undertakes robust daily environmental checks and regularly audit standards. During our visit we saw housekeeping staff carrying out cleaning schedules and we noted standards of hygiene throughout the environment was good, we did not detect any malodour throughout.

People's needs are met because the provider's systems for monitoring and maintaining the physical environment and equipment at the home has improved. Although extensive building works remain ongoing this is not impacting on the wellbeing of people living at the home. We found bedrooms personalised of people's choice and people are encouraged to personalise their bedrooms with their own items to ensure they are as comfortable and homely as possible, communal sitting areas throughout are pleasant and clean. The large lounge area benefits from a newly installed skyview ceiling which gives the room a light airy feel and we saw people enjoying spending time in this area. Several communal bathrooms have been refurbished, and we were told by the provider some further bathrooms are due for refurbishment, but this will be carried out at the end of the scheduled works.

People are cared for in a mostly safe environment The Food Standard Agency (FSA) has awarded the service a rating of five (very good). There is a fire risk assessment in place and all residents have Personal Emergency Evacuation Plans (PEEP) in place to guide staff on how to evacuate people safely in the event of a fire. Fire alarms, drills and emergency lighting are tested on a regular basis. We saw call bells available throughout and sensor mats/alerts in bedrooms where required to alert staff if people required assistance. Window restrictors are in place and harmful chemicals safely locked away as required. Service equipment such as hoists and lifts are tested regularly to ensure they are fit for use. All staff have access to personal protective equipment (PPE) and understand its proper use and disposal. Staff receive infection control training and recognise its importance. Management told us regular oversight ensures all staff follow the correct infection guidance. Environmental checks are carried out throughout the day to identify any potential risks to health and safety. Maintenance staff ensure any repairs are completed as soon as possible. The provider acknowledges the areas where improvements remain ongoing. A scheduled plan of works remains in place and we were assured by the provider all current works will be complete within the next three months. We will follow this up at the next inspection.



People can be confident management monitors the quality of the service they receive. Since the last inspection, changes to the management structure have had a positive impact on the service. We observed effective communication between care staff and the management team who told us they are committed to improving the service to a high standard. Comments from care staff include *"The home is really happy, morale is really good, I can approach the team with any issues and feel well supported."* Visitors and relatives told us lots of improvements have been made around the home and they have been kept updated and well informed of any issues or changes as they arise.

People are supported by care staff who are appropriately trained and recruited safely. Care staff are happy working at the home and told us they feel really supported and encouraged by the management team. Staff meetings take place on a regular basis for management, nursing and care staff. The management team hold a visible presence throughout the home and oversight has significantly improved. Systems and processes are now continually reviewed to enable them to identify where quality and/or safety is being compromised and to respond appropriately without delay. The RI and management staff told us previously without these systems, the service quality had been inconsistent and unreliable, as patterns and trends had not identified any necessary action. The RI informed us the issues identified at the previous inspection had been addressed immediately and that the quality assurance improved and robust.

People have opportunities to express their views and lodge complaints. The home has a complaints policy in place informing people how to raise any concerns formally. People are given detailed information about the service and the homes Statement of Purpose (SoP) available which required updating to contain all the update information. The SoP is an important document as it details who care can be provided to, how, where and when. The RI regularly visits the home and engages with people visiting, working, and living at the home. We looked at the most recent monitoring visit report which was detailed and had been effectual in highlighting any matters of concern. We noted the relevant authorities were notified without delay of any significant incidents, such as accidents, injuries or safeguarding issues.

Outcomes for people have significantly improved since the last inspection. The provider has shown commitment to improving the service with a consistent day-to-day management team in place and effective oversight throughout. Good progress has been made regarding the areas for improvement identified at the previous inspection. However, further improvements are required regarding the environment and care documentation which remain in place. The provider acknowledges this and has assured us the matters are being addressed as a priority.

## 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
The provider must ensure that the service that the premises, facilities and equipment are suitable for the service, having regards to the statement of purpose for the service.	
The provider must ensure that care and support is provided in a way that protects, promotes and maintains the safety and wellbeing of individuals.	

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



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