



Augusta House



Learning Disability Services, Augusta House, Augusta Park, Ebbw Vale,
NP23 8DN



01495305805

Date(s) of inspection visit(s): The inspection visit took place on 04/09/2025

Service Information:

Operated by:	Blaenau Gwent County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care
Registered places:	8
Main language(s):	English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Excellent



Leadership & Management

Good

Summary:

Augusta House is a respite service for both adults and children with a learning disability. It is located on the outskirts of Ebbw Vale and is close to a range of community amenities.

People's wellbeing and the care and support they receive is good. People are supported to maintain routines that are important to them whilst on respite. People are given opportunities to engage in activities of their choosing. Personal plans detail how people like their needs met and are reviewed before each period of respite.

The environment people stay in is excellent. The service is large and airy with a range of communal areas enabling people to spend quiet time alone or time with others. The environment is adapted to meet the needs of people depending on their ages and abilities and includes a recently renovated accessible garden.

The leadership and management of the service is good because quality assurance systems are effective. Care staff are sufficiently trained, supported and knowledgeable about the people they support.

Findings:



Well-being

Good

People on respite experience good emotional and physical well-being at Augusta House. They look well cared for and settled in their environment. People are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. A personalised approach is taken by the service, people's preferences are acknowledged and understood, and what matters to individuals and how they wish their support to be provided is documented. We saw many meaningful interactions, as care staff showed genuine interest in people's well-being.

People have as much control over their daily lives as possible and do things which matter to them, and they enjoy. People are supported to maintain routines that are important to them whilst on respite. Care staff get to know people during each stay, respect and actively promote choice. Each person's communication abilities are understood to ensure choice and involvement in daily activities.

People are encouraged and assisted by care staff to be as healthy as they can be. People develop good relationships with care staff over their respite stays and this helps to support people's well-being and emotional health. Records show people consistently receive their prescribed medicines. People's likes and dislikes, allergies and specialist diets are known and respected.

People live in an environment with excellent facilities to support and enhance their well-being. Bedrooms are large, and communal areas are numerous and spacious. The garden is accessible for all. Suitable mobility aids and equipment are in place to help people where needed. The home is clean, appropriately furnished and decorated throughout with the correct checks and servicing in place for utilities and fire safety features. Good hygiene practices are promoted, and staff receive infection prevention and control training.

There are systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. There is a robust recruitment process ensuring care staff are suitable to work with vulnerable people. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. Where there are necessary restrictions made in people's best interests to manage their safety, these are proportionate.



Care & Support

Good

People receive good quality care and support to help them achieve their personal outcomes. Care staff are attentive and respond to people's needs providing appropriate levels of prompting and support, with genuine warmth and compassion. People look relaxed and comfortable in the presence of staff. People we spoke with provided positive feedback regarding staff. One person said, *"I like coming here; staff are lovely, I know them all."* It is clear care staff know the people they support well, and this knowledge is used to ensure people's voice is heard. Care staff were able to tell us about the people they are supporting what they like and don't like and how to meet their identified needs. Care staff are proactive in approaching people to offer support or have a conversation with them.

Pre-admission assessments and multi-disciplinary meetings are held before the first period of respite at the service, to ensure all identified needs and risks can be met. Care staff are given bespoke training prior to any child's first respite placement to ensure all identified needs and risks can also be met. Each person receiving respite at the service has a personal support plan in place setting out what is important for each person in accordance with their likes and preferences. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Before each new period of respite at the service a pre-stay assessment is completed to identify any changes in the care and support people require.

People's rights are promoted as care staff provide support in the least restrictive way. Care staff are trained to protect people from harm and abuse and are aware of their duty to report concerns. The provider reports any concerns about people's safety to the local safeguarding team and Deprivation of Liberty Safeguarding (DoLS) authorisations are in place where there is an identified risk that care arrangements may deprive them of their liberty.

There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly indicating people receive their medication at the right time. Care staff complete training and have their competency assessed before administering medication.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Care staff are appropriately trained and competent in using personal protective equipment (PPE) and infection control practices. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



Environment

Excellent

People thrive in an environment equipped with well-maintained and safe facilities that support their well-being goals. They are nurtured in a homely environment, which is comfortable, and clean. The provider continues to invest in the ongoing development of the physical environment and gardens. The location, design and size of the premises are as described in the statement of purpose. The building was purpose built and is large and airy with a homely and welcoming feel.

There are a range of communal areas where people can interact with each other and take part in activities. People also have the privacy of their own large and appropriately equipped rooms alongside access to quieter spaces within the service, including a sensory room. We observed people in communal areas; they appeared very comfortable and relaxed which suggests they are happy with the environment. We also observed people moving easily around the environment back and forth to their own individual rooms and to different communal spaces depending on their mood and wishes.

The recently renovated rear garden provides an attractive accessible space for all to use. It includes adapted garden furniture, swings and a range of garden games ensuring everyone can access and use the space. Sensory planting in the garden stimulates the senses enhancing wellbeing and providing therapeutic benefits. A summer fete had been held with people from the local community, voluntary organisations and local schools attending to celebrate the work undertaken in the garden.

Two self-contained PODS are available providing an enhanced reablement facility to assess people's level of independence. The aim of the PODs is to provide a strengths-based approach to enable people to live as independently as possible. The PODs have been fitted with assistive technology to support independent living. At the time of inspection, the PODS were not occupied.

The provider ensures effective systems are in place to maintain and manage the accommodation. Fire safety equipment is checked, and alarms and lighting are tested regularly. Every individual staying at the service has a personal emergency evacuation plan specific to their support needs. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are very good. The food standards agency rated the service five, meaning there are very good food hygiene standards.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by a deputy manager. The RI has effective oversight of the management of the service. They visit the home regularly to speak to people and with staff to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved. Actions are reviewed from each previous report to promote continuous development. There are processes in place to oversee any complaints received by the service. There have been no complaints received since the last inspection.

People achieve their personal outcomes because the service provider makes sure there are enough staff with the necessary expertise, skills and qualifications to meet their care and support needs. All required employment checks are completed including requesting suitable references and sight of required identification before care workers start their employment. Care staff undertake an induction which includes shadow shifts and completing mandatory training. Care staff complete refresher training when required to ensure their skills are up to date.

All care staff are registered with Social Care Wales, the workforce regulator. Care staff attend regular team meetings, where ideas and suggestions are shared and discussed. One to one supervision sessions between care staff and management are held regularly to discuss all aspects of personal and professional issues and development. Annual appraisals are also completed. We were told by care staff they are happy in their roles, enjoy coming to work and feel supported by management.

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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