



## Cambian Pengwern College - The Chalet



The Chalet, The Roe, St. Asaph, LL17 0LU



01745 592300



[www.cambiagroup.com](http://www.cambiagroup.com)

Date of inspection visit: 14 May 2026

### Service Information:

Operated by:	Cambian Whinfell School Ltd
Care Type:	Care Home Service Adults and Children Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care, Care home for children - with personal care
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Excellent**



Leadership & Management

**Excellent**

## Summary:

People living at The Chalet are consistently listened to and play a central role in shaping how they spend their time. They benefit from a high level of choice and control, with meaningful opportunities to take part in a range of activities that are thoughtfully tailored to interests.

People receive highly responsive, person-centred care from skilled and committed care staff who demonstrate an excellent understanding of their needs, behaviours, and communication styles. This enables care staff to anticipate needs, respond sensitively, and provide care and support of a consistently high standard.

The environment is exceptionally welcoming, comfortable, and thoughtfully designed, providing a nurturing home where people feel safe, valued, and at ease.

Leadership, management, and oversight of the service are of a very high standard, with clear direction and a strong culture of continuous improvement. The service operates in line with regulatory requirements and demonstrates a strong commitment to its Statement of Purpose (SoP), ensuring consistency, accountability, and excellent outcomes for people.

## Findings:



### Well-being

**Excellent**

People experience consistently excellent well-being outcomes because they are fully empowered to express their views and are actively supported to make informed choices about how they spend their time. Their voices are central to the running of the home, with regular opportunities to contribute meaningfully to house meetings, care planning, menu choices, and activity planning. People are well supported to raise any issues or concerns through a wide network that includes key workers, care staff, advocates, family members, and social workers. Comprehensive and accessible information, including the guide to the home and the SoP, ensures people and their representatives have a clear understanding of the service and the opportunities available to them.

People are supported by highly trained, knowledgeable, and competent care staff who demonstrate a strong understanding of safeguarding procedures and practice. People benefit from effective leadership and have access to guidance through the manager, as well as clear policies and procedures. A strong culture of safeguarding is evident, underpinned by regular supervision, team meetings, and ongoing informal support, ensuring care staff are consistently reflective and vigilant in promoting people's safety. People told us they feel safe, valued, and confident in speaking to care staff if they have any worries or concerns.

People's physical and emotional health and well-being are promoted to a very high standard. They are registered with relevant health and social care services and are supported to attend appointments, ensuring their needs are consistently met. People are encouraged to maintain a healthy lifestyle, including a balanced diet, and individual food menus demonstrate meals are varied, nutritious, and home-prepared to a high standard, reflecting people's choices.

The Chalet places a strong and aspirational focus on education and personal development. People attend Pengwern College, where attendance is consistently good, reflecting positive engagement. People are encouraged and supported to develop new skills, pursue their interests, and gain meaningful qualifications. During college holidays, people benefit from well-planned and enriching community activities and trips, demonstrating effective forward planning and collaboration between care staff and the people living at the home.

The environment at The Chalet is of a high standard and consistently meets the needs of people. It is well maintained, comfortable, and supports the development of independence through access to appropriate facilities and opportunities to build life skills. Robust health and safety systems are embedded in practice, with regular checks undertaken by care staff and prompt action taken to address any identified issues through an effective maintenance system. This ensures the home remains a safe, secure, and supportive environment where people can thrive.



## Care & Support

**Excellent**

People receive highly individualised care and support that is carefully tailored to their assessed needs and behaviours. Care staff are well trained in the home's model of care and make very effective use of regular, purposeful key working sessions, which have a strong focus on behaviour, progress, and positive outcomes. This ensures support is both proactive and responsive, supporting people to develop strategies, build resilience, and achieve their personal goals.

Behaviour support plans and risk assessments are clear, detailed, and provide care staff with robust, practical guidance on how to recognise and respond to behaviours, identify triggers, and implement effective strategies to reduce risk. This promotes consistency in practice and ensures people are supported safely, sensitively, and in line with their individual needs.

Personal plans are comprehensive, person-centred, and highly effective in guiding care practice. They are completed promptly, either prior to or immediately following admission, ensuring care staff have the information they need from the outset. The review process is well embedded and responsive, resulting in plans that remain current, relevant, and reflective of people's evolving needs, preferences, and routines. Where possible, people are meaningfully involved in reviewing their plans, which clearly reflect their views, aspirations, and desired outcomes.

Care staff training is closely aligned to the specific needs and behaviours of the people living at the home, ensuring they maintain up-to-date knowledge and the skills required to provide sensitive and effective support. A strong emphasis is placed on continuity of care, enabling care staff to build trusting, meaningful, and lasting relationships with people. The stability and consistency of the care staff team is a significant strength of the service and contributes to positive experiences and outcomes. Care staff demonstrate a clear commitment to continuous improvement, actively seeking and implementing innovative approaches to enhance practice.

Excellent communication underpins the delivery of care and support. There are strong, well-established links between care staff, families, and health and social care experts, ensuring a shared understanding and consistency in how people are supported. We observed care staff supporting people in a highly sensitive, thoughtful, and person-centred approach resulting in strengthened relationships and emotional well-being.



## Environment

**Excellent**

The Chalet provides accommodation for up to five people and offers an exceptionally homely, comfortable, and welcoming environment. The interior of the home is of a high standard, creating a strong sense of belonging for those living there. This positive atmosphere encourages individuals to respect their surroundings and take pride in their home, which in turn further enhances the warm and supportive environment.

The outdoor spaces are well utilised and offer meaningful opportunities for relaxation and social interaction. The enclosed rear garden provides a safe and accessible area, with seating arrangements that encourage people to spend time outdoors in a relaxed and informal way. The front of the property offers ample private parking, contributing to the overall practicality and accessibility of the home.

The Chalet is a safe and secure environment, with robust and well-embedded security measures. Visitors are appropriately vetted through identification checks and a digital signing-in process via an iPad-based system, which records both their name and photograph on entry. This strengthens oversight of visitors and further enhances the overall security arrangements within the home.

The external entrances are fitted with secure locking systems and alarms, enabling care staff to maintain effective monitoring of people while promoting a safe and responsive environment. Health and safety arrangements are of an excellent standard and are consistently applied in practice. Care staff carry out regular and thorough risk assessments, fire safety checks, and evacuation drills, ensuring they are well prepared to respond to emergencies. Utilities and essential services are subject to routine maintenance by tradespeople. The manager has established effective contingency arrangements to respond to emergencies, which support the safety and well-being of people using the service.

There are strong and effective quality assurance systems in place, including a robust three-tier monitoring approach involving the Responsible Individual (RI), the manager, and the compliance manager. This provides consistent scrutiny and oversight of the environment, ensuring high standards are maintained and any issues are promptly identified and addressed. As a result, people benefit from a consistently safe, well-maintained, and high-quality living environment.



## Leadership & Management

**Excellent**

Leadership and management at The Chalet are of an exceptionally high standard, with well-established systems and processes that effectively support the safe and consistent operation of the home. The Statement of Purpose (SoP) is clear, comprehensive, and accurately reflects the service being provided to people.

A strong, positive culture is evident within the home, where the views of people are central to service delivery and development. Feedback from people is highly valued and actively sought across a wide range of areas, including their relationships with care staff, their educational experiences at Pengwern College, activities, the home's environment, and the quality of meals.

The Responsible Individual (RI) completes regular visits in line with regulatory requirements and produces detailed reports following consultation with people, care staff, the manager, and placing authority social workers, alongside a review of care records. In addition, a quality and compliance manager conducts thorough audits of the service, providing further independent oversight. The manager complements this with regular internal audits, ensuring a strong, multi-layered approach to monitoring, accountability, and continuous improvement.

Care staff are very well supported to provide high-quality care. They receive comprehensive training across core areas such as safeguarding, first aid, and behaviour management, alongside additional training tailored to the specific needs of the people living at the home. This ensures care staff have the knowledge, skills, and confidence to provide effective, person-centred support. New care staff benefit from a structured and thorough induction programme, including training, shadow shifts, coaching, and mentoring, enabling their competence to be robustly assessed before working independently.

There is a strong culture of support and professional development within the care staff team. Care staff consistently report they feel well supported by an approachable, visible, and knowledgeable manager and senior leadership team. Supervision arrangements are of a high quality, with regular, planned sessions complemented by responsive, informal support. This enables care staff to reflect on their practice, discuss challenges, and continually improve. All permanent care staff are appropriately registered with Social Care Wales, and newly appointed care staff are supported to achieve registration within required timescales. There are sufficient numbers of care staff employed to provide consistent care, and the stability of the team is a significant strength of the service. This continuity enables the development of strong, trusting relationships and contributes to excellent outcomes for people.

## 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 2026.**

*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](mailto:psi@nationalarchives.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*