



Gnoll Nursing Home



Gnoll Nursing Home, 27 Gnoll Park Road, Neath, SA11 3BT



01639637988

The inspection visit took place on 30/01/2026

Service Information:

Operated by:	Serenity Homes Limited
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 learning disability, Provision for mental health
Registered places:	29
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Gnoll Nursing Home is a family run service, based in the centre of Neath, which provides personal care and support to people, including nursing care. It is situated close to local amenities such as shops, cafes and restaurants, and has good transport links.

People living at the service experience excellent well-being outcomes as they have control over their lives and are treated with dignity and respect. We saw people relaxing in their environment and participating in meaningful activities. Friendships are encouraged and people's well-being is promoted.

Care and support is good. We saw person-centred care planning and reviews, the frequency of reviews of personal plans has improved since our last inspection and is completed within regulatory timeframes. People and their families expressed high satisfaction with the quality of care provided.

The environment is good and promotes people's well-being outcomes through being safe, clean and homely. The service provider currently has an ongoing programme of refurbishment and is making improvements to the environment.

Leadership and management is good. There is a highly dedicated and knowledgeable management team in place who support staff through formal and informal supervision. The

Responsible Individual (RI) visits the service routinely and ensures effective governance and oversight. Frequency of regulatory reports completed by the RI have improved since our last inspection.

Findings:



Well-being

Excellent

Wellbeing is excellent as people are happy with their care and support and have control over their lives. From discussions with people and their families it is evident there is strong satisfaction with the care provided. Care staff encourage people to have as much control over their day as possible and they receive support to understand their rights and entitlements. It is evident the service clearly promotes people's choices and autonomy and supports them to make day to day choices. For example, people choose which meals they would like, which activities to participate in and how to spend their time. There are meaningful activities available which are personalised to people's interests. We saw an activity planner displayed in communal areas and people were enjoying planned activities during our visit.

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. During our visit, we spoke with people who told us they are satisfied with the support they receive at Gnoll Nursing Home. One person we spoke with told us *"I've been spoilt since I've been here. Everyone is so nice. I just call and they come. They make sure everything I need is there without me asking. They know me well"*. We spoke to visiting professionals who told us, *"People are very happy and pleased with the care here, they're always singing the praises of staff and there's always a lovely friendly welcome for us"*. We observed people being supported in a warm and compassionate way and people told us the care staff are kind and caring.

People are supported to cultivate safe and healthy relationships. We saw visiting was welcome at any time. People are empowered to thrive, with numerous opportunities to maintain, develop and explore their interests, strengths and skills. Staff encourage and support people to make friends and share their interests and hobbies. People we spoke with told us about friendships they have formed. A family member told us, *"She has some lovely friendships here; she's with her besties."*

The service ensures people can communicate in their preferred language, with some staff actively learning a new language to support a smooth transition for people. The Welsh active offer is promoted with bilingual signs and a "Welsh for beginners" board updated with new Welsh words daily. The service was visited recently by children from a local Welsh school, and the manager told us people enjoyed this visit very much. Information provided by the service for people and their families is also made available in Welsh where required.



Care and support is good and people are supported to achieve their personal outcomes through high quality, person-centred care. The provider conducts detailed assessments to ensure they can meet people's needs before offering a service. Personal plans are written based on these assessments and are thorough and detailed. There are corresponding risk assessments in place which are comprehensive. The service reviews personal plans and risk assessments regularly and involves people and their families in these reviews. When asked about the care at Gnoll Nursing Home, a family member told us, *"The care is amazing, they are so caring, when I come through the door, I can hear my mum laughing."*

People are protected from harm and abuse. There is a strong approach to safeguarding within the service, and a culture of openness and honesty. All staff receive safeguarding training. Staff spoken with have a clear understanding of their role in safeguarding people and are knowledgeable in this area. The RI and management team continually seek ways to improve safety and where improvements are needed, this is openly shared with the staff team. We saw documentation evidencing people's rights to liberty are protected and safeguarded and restrictive practices are kept to a minimum and agreed within a wider multi-disciplinary team. The service has not previously notified CIW when making a Deprivation of Liberty application on behalf of people. This has been discussed with the manager of the service who has agreed to inform us of these applications going forward.

Medication is well managed at the service. Medication is stored appropriately and safely. Thorough audits are completed frequently. There is a comprehensive medication policy in place which is reviewed annually. Temperature checks are completed daily, and we saw a good history of these within the correct range. Staff receive training to ensure they are competent to administer medication and staff spoken with are very knowledgeable about their role and responsibilities in this area.

Infection prevention and control is prioritised within the service. The environment is clean and clutter free. There is strong oversight in this area as thorough and regular audits are completed. Actions identified from these audits are completed within a clear timeframe. Information about the risk of infection is shared appropriately with people, visitors and external agencies. Staff receive training in infection prevention and control. We saw sufficient supplies of personal protective equipment within the service, and we saw staff use this proactively.



Environment

Good

The environment is good and people live in an environment that meets their needs. People have access to communal and private spaces where they can spend time alone or socialise if they wish. There is a large communal lounge area on the ground floor where we saw people spending their time relaxing and getting involved in activities on offer to them. We also saw people making use of a quieter lounge on the first floor and they told us they are comfortable and relaxed. The environment is clean and free of clutter throughout. We saw people's bedrooms which afford privacy and are decorated and personalised to their individual tastes and preferences. Equipment and adaptations are available where needed and these are well-maintained and serviced regularly. There is an outdoor space people can access, and the manager told us of their plans to improve this area.

There are noticeable improvements to the environment since the last inspection with renovation and redecoration ongoing. We discussed the current renovation with the manager along with future plans for environmental improvements. There is clear ongoing investment from the service provider to make upgrades to the environment which will enhance outcomes for people.

People's care and support needs are met through robust safety management systems to minimise risks within the service. We saw records showing the regular servicing, maintenance and repairs of facilities ensuring the safety and well-being of people using the service. Daily, weekly and monthly checks are in place for health and safety checks such as water temperatures and fire safety checks. The service has recently been inspected by the Food Standards Agency and awarded a score of 4 (Good). The required health and safety certificates are in place to ensure the service complies with current legislation and national guidance. This includes certificates relating to fire, gas, electricity and water. Regular fire drills take place, and we saw records of these being completed.

Effective security arrangements are in place to protect people while safeguarding their rights, privacy and dignity. There is secure entry to the service and a visitor's book is maintained to ensure a log of people accessing the building is maintained along with complying with fire regulations.



Leadership & Management

Good

Leadership and management of the service is good and there is effective oversight and governance by the RI, who visits the service regularly. They work closely with and are supported by a committed, knowledgeable and experienced management team. They regularly speak to people, families and staff to gather feedback about the service. This identifies any required improvements which are then acted upon promptly. This information is used to inform regulatory reports completed by the RI which are comprehensive and informative. The management team completes regular audits in a wide range of areas and ensure any required improvements raised are actioned. There are comprehensive and relevant policies and procedures in place which are reviewed regularly. Staff spoken with told us they can access these whenever they needed to.

People are supported by staff who have the necessary expertise, skills and qualifications to meet people's care and support needs. Robust recruitment and background checks are completed with staff prior to them being offered a job. Routine checks are completed to ensure staff remain suitably fit to work. Staff complete a thorough induction along with a range of training to equip them with the knowledge and skills required to fulfil their role effectively. One staff member told us the nursing team had received additional clinical training to enable them to deliver specific care to people which they are proud of and feel is a fantastic achievement. All eligible staff are registered with Social Care Wales (SCW), the workforce regulator and nursing staff are registered with the Nursing and Midwifery Council (NMC).

Staff told us they feel supported by the management team. Staff supervision and appraisal are completed within regulatory timeframes. Staff meetings are frequently held. Staff spoken with told us these meetings are beneficial and everyone is encouraged to contribute. The provider actively promotes service specific core values, placing people's well-being at the heart of the service. This is communicated to staff through training, policies and procedures and in daily communication, promoting a positive culture. Staff spoken with told us, *"I feel supported, management are approachable and we have a good team"* and *"if there are any issues management will sort them."*

The service provider has oversight of financial arrangements and investment in the service. Refurbishment of the service is ongoing, and projects are either planned or in progress. The management team told us that staffing levels are kept under review as people's needs change. On the day of inspection, staffing levels appeared appropriate and staff had time to attend to people's needs.

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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