



Bethshan Sheltered Housing Association



Heol Treowen, Newtown, SY16 1JA



01686610070



www.bethshan.uk

The inspection visits for this service took place between 28/01/2026 and 29/01/2026

Service Information:

Operated by:	Bethshan Sheltered Housing Association
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	40
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Bethshan is a pleasant and spacious 40 bed nursing home for adults. It is situated in Newtown, Powys.

People experience good well-being outcomes because they have choice and control over their day. They decide how to spend their time and benefit from positive, respectful relationships with care staff who know them well. Activities are varied and meaningful, promoting social connection and emotional well-being. People enjoy nutritious meals and personalised bedrooms that support identity and comfort.

Care staff provide reliable and compassionate care. Assessments ensure people's needs can be met, and staff understand people's preferences and routines. The provider is strengthening personal plans and risk assessments so plans consistently reflect people's outcomes and needs. People live in warm, clean accommodation that supports their well-being. Equipment is available

and maintained, and communal areas and bedrooms are homely. Systems for fire safety are in place, although further work and training are required to ensure full compliance.

Leadership and management are effective, supportive, and improvement-focused. Care staff feel valued and communication is positive. Quality assurance arrangements provide good oversight.

Findings:



Well-being

Good

People experience good outcomes because they exercise choice and control over their day. They decide when to get up, how to dress, and how to spend their time. Staff show commitment, know people well, and treat them with dignity and respect. Family members told us the manager and staff are *“Excellent – they are very kind”* and *“We are made to feel welcome at any time.”* This reflects strong relationships within the home.

People enjoy nutritious, home-cooked meals and told us they have choice. One person said, *“I enjoy the food.”* Relatives and friends help many people personalise their rooms with photographs and meaningful belongings, which promotes identity and emotional well-being.

Staff support people to maintain their physical, emotional, and social well-being. People have regular opportunities to build and sustain relationships with others in the home and the wider community. Activities are varied and meaningful, helping people reach their potential. We observed people enjoying a relaxed and fun craft session in a spacious communal room. We also observed the weekly church service, which was upbeat, cheerful, and well attended by people, relatives, and friends. People and family members told us this is often the highlight of the week for some of the people living at the service. Other activities include visits from local school children, singing sessions, and animal visits. People told us they enjoy these activities. One person said, *“We are always doing things – I love arts and crafts and making things for the Chinese New Year at the moment.”*

The service is working towards the Welsh Active Offer and celebrates Welsh holidays, sporting events and history. We saw warm, positive interactions between staff and people, including attentive listening and reassurance. Staff remained visible and available when people needed support. People told us they feel happy and safe in their home. One person said, *“It’s a lovely place to live.”* Care staff we spoke to understand their safeguarding responsibilities and said they feel confident reporting concerns to the manager.

Staff support people to maintain meaningful relationships with family, friends, and those important to them, which contributes positively to emotional well-being. Relatives told us they feel welcome at any time and involved in people’s lives, saying, *“We never have a problem; I visit a couple of times a week.”*



Care & Support

Good

People experience good, reliable, and compassionate care from care staff who know them well and treat them with dignity and respect. We saw warm, kind, reassuring, and meaningful interactions throughout the service. People told us staff listen to them and support them. We observed care staff being attentive and supportive during mealtimes and activities, which created positive experiences. A professional told us they observed staff who are *“friendly, engaging, and approachable”* and *“familiar with the needs and backgrounds of the people they care for.”* Relatives described positive communication with managers and care staff, are kept informed of any changes and expressed confidence in the care provided at the home.

The service has assessment arrangements in place to ensure people’s needs are assessed prior to moving into the home. This ensures people receive the right care and support, meeting people’s needs safely and appropriately. Care staff demonstrate good understanding of people’s routines, preferences, and communication needs. A professional told us that people receive care that is *“consistent, professional, and delivered with confidence”* People contribute to personal-plan reviews, and relatives or representatives participate where appropriate. Outcomes for people require improvement because care plans do not always reflect current needs and we expect the provider to make improvements. The provider continues to strengthen personal plans and daily notes to ensure these consistently reflect any changes, people’s specific needs and personal outcomes. Risk assessments guide care staff in supporting people safely, and the service continues refining these documents so risks and actions are recorded consistently. We will follow up at the next inspection.

Trained nurses store and administer medication securely, safely, and effectively. Staff receive appropriate training and demonstrate confidence and professionalism in administering medicines. Audits are in place to ensure any issues are identified and actions taken.

Systems are in place to protect people from harm. Staff apply their training and skills to support people in the least restrictive ways and promote positive outcomes. Staff make Deprivation of Liberty (DoLS) applications when people lack the mental capacity to make specific decisions. This ensures the service upholds people’s rights and freedoms. Care staff understand their safeguarding responsibilities and felt confident reporting any concerns to managers and were assured they would respond promptly. The service information guide provides people with a clear overview of what to expect in the home, including available support, daily routines, and how the service operates.



Environment

Good

People live in accommodation that meets their needs and benefits them emotionally and physically. They experience a secure, warm, comfortable, and homely environment which promotes their well-being. A professional told us, *“From observation during visits, the environment and daily structure appear to enhance the wellbeing, stability, and overall quality of life of the individuals living there,”* which reflects the positive culture within the service.

People personalise their bedrooms with meaningful items, photographs, and soft furnishings, supporting identity and a person-centred environment. Communal areas feel welcoming and well decorated, and the RI and manager ensure the home remains in good repair.

People access a variety of communal and private spaces where they can spend time alone, socialise, or meet visitors. Staff respect people’s choices about how and where they spend their day. People benefit from clean, uncluttered, and safe surroundings. Corridors remain free from hazards, and all bedrooms we saw were tidy and well maintained. There is sufficient space for people to move freely, which supports independence and allows activities and recreation to take place. Communal spaces are nicely decorated, and corridor displays include photographs of activities people had been involved in, celebrations, local history, and sensory boards. The home also provides a relative’s bedroom for use when needed. Equipment and adaptations support people who need them.

The home provides accessible bathrooms and toilet facilities which promote privacy and dignity. Wet rooms enhance independence for people able to manage aspects of personal care. Equipment is ample and well maintained, including a lift that supports safe movement around the home. Records show equipment is routinely serviced. The kitchen is spacious, clean, and organised, with appropriate checks in place. The service has achieved a food-hygiene rating of 5 (Very Good), reflecting strong infection-control and food-safety practices. The spacious laundry arrangements promote good hygiene and limit cross-contamination. Domestic staff told us they have the equipment they need, and Personal Protective Equipment (PPE) is available throughout the home.

A small secure garden can be accessed easily, offering an outdoor space where people can spend time safely, there is also a covered outdoor veranda where people can enjoy the view of the local town. This provides additional space that supports people’s well-being.

There are systems in place to make sure the environment is well maintained and safe. Checks of fire safety equipment take place however, outcomes for people require improvement because further training and work is required to ensure the service complies with all fire safety and we expect the provider to make improvements. The provider has assured us they will address this and we will follow up at the next inspection.



Leadership & Management

Good

Leadership and management at the service demonstrate a strong commitment to providing safe, consistent, and person-centred care. This approach creates an environment where people and care staff feel well supported. Care staff spoken to told us they feel valued and supported. One care staff member said they receive *“Very good support from all the management team- at any time”*. There is a positive culture throughout the service, and leaders are visible, approachable, and engaged in day-to-day operations. This presence helps ensure good communication, effective oversight, and a clear understanding of how the service is functioning. A professional told us, *“Their leadership supports good communication, consistent care practices, and a safe culture within the home”*.

People have information about the service in the form of a statement of purpose and information guide. These are not currently available in Welsh.

Quality assurance arrangements provide appropriate oversight and help leaders maintain an understanding of how the service is operating. Regular monitoring, and input from the Responsible Individual (RI) who takes time to talk to people living at the service and their relatives. This supports a balanced view of what is working well and where further development may be helpful whilst this is not always documented in their three-monthly visits. These would further benefit from clearer evidence of the outcomes people achieve. The RI has given assurances that they are committed to improving this. Quality of care reviews draw on feedback from people, relatives, care staff, and professionals, contributing to informed decision-making and reflective practice.

The service benefits from a stable and experienced staff team, with many care staff having worked at the home for an extended period. This continuity helps ensure people receive consistent care from care staff who know them well. Care staff are supported through supervision, appraisals, and access to training which provides them with the skills needed to carry out their roles. Care staff report feeling valued and supported. Recruitment records show required checks are effective and support the safe employment of staff and they have a comprehensive induction including shadowing experienced workers. One staff member told us, *“Staff support is excellent- I have done a lot of shadowing”*. Training has improved and is better recorded. Those spoken with said training opportunities are good and sufficient for them to be unable to undertake their job. Staffing levels were appropriate throughout the inspection. Leaders maintain safe staffing levels and manage rotas effectively to always ensure appropriate coverage.

Overall, leadership and management remain effective, supportive, and improvement-focused. Their work contributes to strong outcomes for people and a confident, well-supported workforce. The provider’s continued efforts to strengthen internal systems and documentation support ongoing

development of the service.

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
Fire safety risk assessments and also arrangements need to improve to ensure the health and safety of people living at the service are identified and reduced so far as reasonably practicable.	27/01/26
Personal plans do not always provide a clear constructive guide for care staff to follow.	14/01/25

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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