



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Hafan



Haverfordwest



01437 723343

Date(s) of inspection visit(s):

03/06/2025, 30/05/2025

Service Information:

Operated by:	Silver Springs Support Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	4
Main language(s):	Welsh and 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

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Hafan is located in a residential area on the outskirts of Johnston in Pembrokeshire and offers care and support to up to four people. It is a residential home and does not provide nursing care.

During this inspection the rating awarded for Wellbeing is 'Excellent' as the care and support people receive is person centred and enables them to achieve and surpass their health and well-being outcomes. People have developed very positive and trusting relationships with familiar and caring staff. The rating awarded for Care and Support is 'Excellent' because people receive care and support from a team of extremely committed and competent care staff who know them very well. Care workers are guided by accurate and individualised personal plans which enable them to consistently and effectively meet people's needs. The rating awarded for the Environment is 'Good' as the service is well maintained, safe and homely. The rating awarded for Leadership and Management is 'Good' as there is effective oversight of the service by the RI and the manager

leads a dedicated team of staff who have been recruited safely and feel supported.

Findings:



Well-being

Excellent

People's right to make their own choices is promoted by the positive culture within the service. We saw care workers asking people questions and encouraging them to make choices where they could. People are supported to exercise choice over daily living routines, planning and preparing meals and activities in which they participate such as leisure, education and skills development. People are regularly consulted about how their care and support is provided and they are encouraged to have a say in the running of the home. We saw regular reviews are held with individuals and/or their representative to make sure their person-centred care plans continue to meet their care and support needs. A wide variety of activities is offered to people and they have choice over which they wish to participate in.

People are safeguarded from abuse and neglect. Care workers have been trained in the safeguarding of vulnerable adults and an up-to-date policy is readily available to them. All care workers spoken to were able to clearly describe the actions they would take if they suspected an instance of harm or abuse towards a person living in the service. The building is secure, and visitors must be permitted entry and sign into and out of the home. This ensures there is an accurate record of who is in the building at any one time. Risks to individuals are included in detailed personal plans and in effective risk assessments, which are regularly reviewed. Any issues or complaints can be raised with the manager, who has an open-door policy, or via the formal complaints process in place.

People are supported to develop and sustain positive relationships within their community and with the people they live with. The home has strong links with various community groups such as the local theatre, college and sports centre. Care workers are very attentive and respond to people's different needs with appropriate levels of effective encouragement and support. People appear relaxed and comfortable in the presence of staff, who speak in a very friendly, caring and respectful way and people respond positively. A person living in Hafan told us; *"It's really good here, I like the staff and I'm very very happy"*. We witnessed extremely positive interactions during the inspection and saw care workers supporting people in an interested and informed manner.

People's well-being is prioritised and their accommodation meets their needs and enhances their quality of life. There are numerous areas where people can sit and have some quiet time or spend time with visitors. Care workers have a very good knowledge and understanding of the people they support, providing highly effective care in an environment that encourages good outcomes for people.



Care & Support

Excellent

People are supported by skilled staff who have a clear and detailed understanding of their individual needs and preferences. The service carries out a thorough assessment prior to a person moving into the home to ensure they can meet their needs and to consider the impact of other people at the service. Personal plans are effective, reflect individual needs and contain the information needed to support people well. Where possible, people and/or their relatives or representatives are involved in developing their plan. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. We spoke with a relative who told us; *"I am extremely happy with the care and support provided. I have great confidence in the service and in the care workers who carry out the care"*.

The service takes a proactive approach to maintaining and promoting people's health and well-being. Care workers are skilled at recognising changes in people's physical and emotional health and respond promptly when any change takes place. Prompt and appropriate referrals to health and social care professionals are made, such as to GPs, occupational therapists, dieticians, mental health and social work teams. This ensures people receive the right care at the right time. People's health and well-being is closely monitored, with detailed daily records helping to promote this. Any actions or recommendations from external services are clearly recorded and addressed. This supports positive health outcomes and contributes to people feeling safe, supported and well cared for.

People are kept safe from harm and abuse. Care staff receive training in the safeguarding of vulnerable adults and a policy is in place which provides them with comprehensive information about how to recognise signs of abuse. Care staff know what they must do if they suspect a person is at risk. People told us they know who to approach if they are concerned about their safety and believe they will be listened to. People's liberty is protected in line with legislation and Deprivation of Liberty Safeguards (DoLS) applications are made appropriately. People's medication is safely managed. Care workers have received training in the safe administration of medication and their competency is assessed. People are protected as much as possible from the risk of infection because the home is kept clean and hygienic. Food hygiene practices are good and records are kept of kitchen cleaning schedules and food handling procedures.



Environment

Good

Hafan is a welcoming and homely service that supports people to meet their person outcomes. The accommodation is comfortable, well-maintained and decorated in a relaxed and welcoming style. The décor throughout is of a good standard. All bedrooms are of single occupancy, one with en-suite facilities. Sufficient shared toilets and bathrooms are available for people. We saw the environment to be a vibrant meeting place for the people who live in the home, although there is sufficient space for people to spend time quietly if they wish to. The kitchen is domestic in nature, is well stocked and accessible to people, following risk assessment. Communal areas are well decorated, light and airy and furniture and furnishings are in a good state of repair. Bedrooms are personalised and people can influence and choose their furnishings and décor to suit their individual needs and tastes. An enclosed rear garden provides people with a safe and private area to enjoy recreation such as swing ball and football and to sit out and enjoy fresh air if they choose to. Records show good systems are in place to monitor the decoration and repair of all rooms, facilities and furnishings and timely action is taken to address any issues as they arise.

People can be confident that risks to health and safety are identified and mitigated. People are supported in a safe environment and environmental risks to people's health and safety are identified and addressed. Personal Emergency Evacuation Plans (PEEPs) are in place, describing how people will be evacuated in the event of an emergency or a fire. People access the home through a securely locked door and visitors must be permitted access, sign in and provide identification.

Serviceable equipment has regular maintenance checks. Fire safety checks are carried out and up to date safety certification is in place for utilities and equipment.



Leadership & Management

Good

Effective arrangements are in place for monitoring, reviewing and improving the quality of the service and to support the smooth running of the home. Staff told us they are very familiar with the RI as they visit the home frequently. The RI completes detailed quality of care reports. Quality of care reviews take place in which the quality of the service is measured in order to drive further improvement. These documents demonstrate that the RI speaks with people, staff and relatives and has very good oversight of the service. The manager, who is new to post, described a positive and supportive working relationship with the RI and with the staff team as a whole.

Sufficient staff are on duty to effectively provide the care and support people need. Staffing levels are adjusted to meet the changing needs of people living in the home. Staff sickness or absence is effectively managed to ensure people experience continuity of care. Care staff told us they very much enjoy working in the home and that morale within the staff team is high. Care staff receive regular supervision, at least quarterly, and records are kept. Care staff consistently told us they feel supported and have confidence in the management team. Discussions with staff demonstrate a good understanding of their responsibilities in relation to safeguarding. Clear and detailed policies and procedures are in place to guide staff and support good practice.

There are robust recruitment and selection processes for employing staff to ensure they are trustworthy. Pre-employment checks take place before new employees start work. These include references and Disclosure and Barring Service (DBS) checks. Staff are trained to ensure they are competent and confident to carry out their roles effectively. New staff receive induction training and ongoing mandatory training to enable them to meet people's needs effectively. Staff are up to date, or are booked to carry out, mandatory training and requests for service specific training are encouraged. A mix of training methods takes place, both face to face and online. All care staff are registered, or are in the process of registering, with Social Care Wales, the workforce regulator.

The service's Statement of Purpose (SOP) gives an accurate reflection of the service and what it provides 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.

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