



Foel Farm Care Home



Foel Farm, Newcastle Emlyn, SA38 9RH



01239710970



<https://www.foelfarm.com>

Date(s) of inspection visit(s):

29/04/2025

Service Information:

Operated by:	Foel Farm Care Home
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
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

Good



Leadership & Management

Good

Summary:

Foel Farm provides person-centred care and support with a family-feel. The service aims to support people to live with dignity, respect and fulfilment. Situated on a remote farm, people benefit from rural, outdoor living and are supported to enjoy the unique farm experiences available such as animal husbandry.

All staff know people well and know what is important to them. A person-centred approach to helping people achieve positive wellbeing is evident. Good standards of care are provided, with detailed plans and risk assessments in place. People benefit from a variety of activities on the farm including supporting animal upkeep, pet ownership, collecting items of importance to people as well as trips to the cinema, local groups and events.

The rural farm environment is pleasant, welcoming and enables people to engage in activities of their choosing and develop routines. Improvements to the driveway, interior décor and roof have

occurred since last inspection.

People are supported by trained, professional care staff, with whom they can develop impactful relationships. We found good leadership and management drives a motivated and empathic team, to provide individualised care and support to people which enriches their lives.

Findings:



Well-being

Good

People live in accommodation that supports their well-being. A relaxed atmosphere in the home helps people feel at ease. People enjoy the rural farmyard setting and unique access to activities that this provides, such as animal husbandry, pet ownership, rural walks and outdoor interests. People have freedom in how to spend their time, are supported to exercise choice and their uniqueness is respected and valued. The addition of an independent annexe also enables people increased independence, whilst still supported by the presence of care staff at all times.

People live healthily and safely with as much control over their lives as possible. The service considers people's physical and mental health. Routine appointments and timely referrals ensure people remain as well as they can be. Sufficient numbers of staff support people to receive the right care at the right time. People, staff and management attend regular house meetings where, if able, people can share their views about the running of the home, or keyworkers can discuss the unique experiences of people. People take part in regular individual and group activities, such as arts and crafts, attending car shows, cinema trips and attending local groups.

People are safe and protected from abuse and neglect. Care workers receive regular support, guidance and training, including training on how to identify and support people at risk of harm. They have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. All incidents, accidents and safeguarding concerns are reported in timely manner and are reviewed by the manager to ensure all the required action is taken. Medication is administered safely and appropriately by care staff who are trained and competent.

People are supported to cultivate safe and healthy relationships. People benefit from good staff retention, so all care workers are familiar, giving confidence that people's needs and preferences are understood. The service values and respects people's unique ways of communicating their needs and preferences. Care staff have good relationships with people and work alongside them in positive ways. We read about 'magic moments' experienced by people at the service, which are used to further inform knowledge about people's preferences. Meaningful interactions were observed. Empathy and care is shown to people. We saw care staff understand and anticipate people's changing care and support needs. We also read the service has ensured care staff have benefitted from enhanced positive behaviour management training to meet the unique needs of people. We read a family member describe the service as '*extended family*'.



Care & Support

Good

People appear content with the care and support they receive at the service. A small team of motivated and committed care staff are employed at the service, which allows people to develop beneficial relationships with care staff. We observed happy, relaxed, and meaningful interactions with staff at the service. Care staff are very knowledgeable in how to communicate with people at the service, and are empathic, respectful and patient in their approach.

The process for admitting new people into the service effectively considers the needs of people currently at the service. Personal plans are person-centred, highly detailed and contain all the information required to enable care staff to meet the needs of people. People's personal plans focus on the individual, their life stories and preferences and are written with involvement from people and their family members where possible. Personal plans are reviewed in a timely manner and when changes in individual needs are identified. A member of staff told us, *"They are really hot on us reading the care plans and policies here."*

People can do a wide range of things that matter to them, and the service actively seeks appropriate opportunities and positive, enriching experiences for people. We saw people getting involved in animal husbandry, arts and craft activities, spring cleaning their personal spaces, with people's unique choices, including choice to have an afternoon nap also respected.

People's physical health and wellbeing is promoted. People receive support to access required professionals when needed. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. We heard how the service continually monitors the changing needs of individuals to ensure the right approach to care and support is taken. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. There is a robust approach to safeguarding, embedded in the service's approach to quality care. A transparent and honest culture supports people's quality of life and wellbeing. Care staff have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature.

Medication management arrangements are robust. Medication is securely stored and care staff have the appropriate training and knowledge to administer medication. Medication administration records (MARs) are available at the service and staff routinely sign when medication is given.



Environment

Good

Foel Farm is welcoming, comfortable, clean and well-maintained. Visiting is unrestricted at the service. The environment supports people to exercise as much choice as possible, with people supported in the farm setting of the service, having extensive access to the rural outdoors. The home interior is comprised of a series of communal areas, where people can socialise and engage in activities of their choosing. Bedrooms are decorated to meet people's needs, personal preferences and interests. People benefit from a variety of freshly prepared meals. A family representative told us, *"It is a lovely place."*

The service has valuable outdoor space providing time for solitude and social opportunities. People can choose to spend time on the farm, engaging in outdoor activities of their choosing, animal husbandry or enjoying walks. We saw the service has made recent investments in the environment, including an extensive upgrade to the drive and refreshed painting within the service.

We reviewed the health and safety file and found sufficient oversight maintaining a safe and secure environment for people at the service. We saw appropriate oversight and required servicing at the service. A fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency. The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home. Staff told us they have sufficient PPE stocks.



The statement of purpose (SoP) clearly states what people can expect from the service. There is a guide which gives people who live at the service, their relatives and others, accurate information about the service. This is also available in an easy-read format.

The service has effective quality assurance arrangements in place. This oversight ensures a good quality service, which achieves positive outcomes for individuals and supports their wellbeing. The responsible individual (RI) also holds the role of manager and is appropriately registered with Social Care Wales (SCW), the workforce regulator. The RI is a frequent presence at the service and spends time at the service communicating with people and observing service quality. The RI undertakes a review of the quality of care and uses the views of people, family representatives and professionals to develop and improve the care and support provided. The service is committed to supporting people to live fulfilling and happy lives. A member of staff told us '*We use our initiative to solve the unsolvable*'.

The RI/ manager knows people well and demonstrates commitment to providing consistent leadership, ensuring effective day-to-day management and oversight of the service, with people at the centre of this focus. The manager is supported closely by the deputy manager. We also heard how the service are strengthening the effectiveness of senior management meetings.

Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with, or are working towards registration with Social Care Wales, the workforce regulator (SCW). Throughout our visit, we saw there was sufficient care staff on duty to support people, with the service valuing consistency in staffing. The service does use agency staff when necessary, though provides consistency in staffing through familiar agency staff.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff have completed a good level of mandatory and need-specific training, such as Positive Behaviour Management (PBM) training. We saw the service accesses timely refresher training for care staff to ensure consistent, appropriate support for people at the service.

Care staff are provided with one-to-one support, through supervision and annual appraisals. Care staff also access daily support from a visible and involved management team. The service holds regular house-meetings, where people and staff discuss the service provision.

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.

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