



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Mill House



Treharris



01443411545

Date(s) of inspection visit(s):

05/06/2025, 04/06/2025

Service Information:

Operated by:	Ucan Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for mental health, Care home for adults - with personal care
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Excellent



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Mill House is set in a semi-rural location and offers good transport links to the nearby towns of Pontypridd and Aberdare. The home can accommodate up to three people and specialises in providing care and support to people with a primary diagnosis of mental illness. The environment is homely, clean and comfortable. There is a rolling programme of maintenance and repair in place ensuring the environment and its facilities remain safe.

People living at Mill House experience excellent well-being outcomes. There is a stable team of care workers providing good continuity of care. The care and support provided follows a strengths-based approach allowing people to maximise their independence. Care documentation is clear and concise making it easy for care workers to follow.

There is strong leadership at the service promoting a positive culture for supported people and care workers. Care workers are supported in their roles and receive training relevant to the needs of the

people they support. Governance and quality assurance systems are robust, helping the service reflect and develop.

Findings:



Well-being

Excellent

People's right to make their own choices is promoted by the outstanding positive culture in the service. People have monthly meetings with their key worker so they can set personal goals. These goals are monitored and new ones set when they have been achieved. Regular resident meetings are held where general household matters are discussed. We saw people have a positive lunchtime experience. There are no set mealtimes, people can eat when they choose to do so. We saw a care worker supporting one person to prepare a meal of their choice. People have access to an excellent range of activities they enjoy. One person told us they had recently been go-karting and enjoyed a trip to the horse races. We saw the service formally seeks the views of supported people via satisfaction surveys, this helps to inform improvements within the home. People are consulted on the care and support they receive. We saw regular reviews are held with people to make sure their person-centred support plans continue to meet their care and support needs.

People live in a home which supports their well-being. The provider ensures the accommodation not only meets people's needs but also enhances their quality of life. The home is clean and comfortable throughout. People can choose where they spend their time, either in one of the communal areas or in the privacy of their own rooms. There is a large garden to the rear of the building, people can access this area when they choose to do so. The garden is well-maintained and has facilities for growing vegetables. One person told us they enjoy gardening and have been supported to grow various types of vegetables in the garden.

People are safeguarded from abuse and neglect. Care workers are safely recruited with all the regulatory pre-employment checks in place. Care workers receive safeguarding training and are aware of their safeguarding responsibilities. There is a safeguarding policy which is aligned to current statutory guidance. People have access to information detailing the process for raising concerns. People we spoke to said they would know who to speak to if there was a problem. Risks to people's health and safety are assessed and managed and there are systems in place ensuring medication is stored and administered safely.

No one in the service currently requires their service provision in Welsh. The service provider advised that documentation can be translated if needed, and care workers must complete mandatory Welsh Language training.



Care & Support

Good

People receive consistently good quality care because the provider thoroughly assesses their needs. Prior to a person being admitted to the service a detailed assessment is completed to ensure their needs can be met. We saw information from other professionals is obtained and discussions with people are held to determine their needs and to understand how they would like to be supported.

Following the initial assessment a personal plan is devised. People's personal plans are strengths based. They highlight what the person can do independently and detail any interventions needed from care workers. Personal plans also consider any risks to people's health and safety and how these can be reduced as far as practically possible. One personal plan we looked at required strengthening as a risk identified in the initial assessment had not been assessed. We discussed this with the manager who assured us they would address the matter. Personal plans are reviewed every three months to ensure information recorded remains relevant.

People are supported to manage their health needs. Detailed information about people's diagnosis is documented in personal plans. Communication between care workers and healthcare professionals is good, so any concerns about a person's health can be responded to quickly. All appointments with healthcare professionals and medical correspondence is recorded in people's personal plans. There is a well-established team of care workers providing care and support. Staff turnover is very low. This means care workers know the people they support and have a good understanding of any health needs they may have. We saw one care worker providing reassurance to a person who appeared to be experiencing anxiety. They spoke to the person in a calm relaxed manner showing empathy and understanding. This appeared to have a positive impact.

There are systems in place to ensure medication is stored and administered safely. There is a medication policy and care workers receive medication training. Medication is securely stored, and monthly medication audits are completed to make sure practice remains safe and effective. Medication administration record charts we viewed are filled in correctly, suggesting people receive their medication as prescribed.



Environment

Good

People living at Mill House benefit from an environment which is suited to their needs. People can spend time in their own bedrooms or in one of the communal areas on the ground floor. Communal areas consist of a lounge, kitchen and a dining room / games room. There are suitable furnishings and décor throughout communal areas. People can personalise their rooms to their preference if they choose to do so. There is a large garden area with seating available. People can access the garden to relax or participate in activities.

The environment and its facilities are maintained to a high standard. Utilities such as gas and electricity are regularly serviced by suitably qualified trades people. There is an up-to-date fire risk assessment, and the maintenance of fire safety features is outsourced to relevant professionals. Regular fire drills are facilitated, so people and care workers know what to do in emergency situations. We spoke to the manager about implementing a Legionella risk assessment as there was not one present on the day of our inspection. The manager assured us this would be done at the earliest opportunity. We saw care staff follow a cleaning schedule to ensure the home is kept clean and tidy and environmental audits are completed to help identify and action any issues.

The home is safe and secure. All visitors must make themselves known to staff by signing in on arrival and signing out on departure. All confidential information kept on the premises is securely stored and can only be accessed by authorised personnel.



Leadership & Management

Good

Care workers are subject to a strict recruitment process to ensure they are suitable to work with vulnerable people. We saw evidence the service completes all the required pre-employment checks prior to employing a new care worker. These checks include, Disclosure and Barring Service (DBS) checks, employment history checks and references from previous employers. Where the service employs staff from overseas we saw the correct Home Office clearance in place. All new care workers must complete a structured induction which is aligned with the All-Wales Induction Framework. Following commencement of employment, care workers are registered with Social Care Wales, the workforce regulator. This is done to ensure care workers possess the right skills and qualifications needed for working in the care sector.

There are sufficient levels of well-trained care workers delivering good quality care and support. We saw target staffing levels are consistently met and there are arrangements to address any staff shortages. An ongoing programme of training and development is offered to care workers. Records we viewed show care workers are up to date with their training requirements and are receiving the required levels of formal support.

The delivery of good quality care and support is promoted by effective governance and quality assurance systems. There are policies and procedures in place which are kept under review and aligned with best practice and statutory guidance. The Responsible Individual (RI) also manages the home and has very good oversight of service delivery. The RI regularly discusses service provision with people and staff. In addition to this, satisfaction surveys are distributed to people and care staff to gather their views and help inform improvements. Audits are routinely conducted, considering areas such as people's personal plans, the environment and medication management. These audits help to identify and action any issues as they arise. On a six-monthly basis the service's performance is assessed via a quality-of-care review. This is done so the service provider can highlight its strengths and identify where improvements may be needed. The process also promotes quality and continuous development.

Written information we viewed is reflective of the service provided. The statement of purpose provides detailed information on service provision, the services core values and other matters such as staffing arrangements and the homes facilities. There is a service user guide which also details information on service provision as well as other practical information including the complaints process and contact information for advocacy services.

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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