



Heathfields Residential Home



27 Merthyr Mawr Road, Bridgend, CF31 3NN



01656668586



www.heathfields.uk

Date(s) of inspection visit(s):

17/06/2025

Service Information:

Operated by:	Heathfields Residential Homes Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	22
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Heathfields Residential Care Home is located in the County Borough of Bridgend. It is situated in a quiet residential area close to the town and train station.

People experience good well-being outcomes; they are supported to maintain their health and well-being and are treated with dignity and respect. There are effective systems to help keep people safe in an environment that meets their needs. The quality of care and support is good. People's families are generally positive about the service. Personal plans provide clear, detailed guidance for care staff to follow. There are robust systems in place for safeguarding, medication management, and infection control. The physical environment is good, being safe and designed to support the needs of people who live here. Staff enjoy working for the people they support and feel positive about the team. Care staff have the correct training, recruitment practices are effective. Leadership and management are good as governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Good

People's outcomes are good because they have choice over their day to day lives. We saw people who could, move freely around the service, and spending time where they wished. There are opportunities for people to give their views regarding the running of the service in a number of ways, which include attending resident meetings and completing questionnaire surveys. We saw care staff chatting to people throughout the day and taking time to stop and listen when they spoke showing a genuine respect for them. One person told us "*I've always been happy here, there's always someone to talk to*". Care staff know people extremely well and can support people who need it to make decisions. Information is available about what they can expect from the service in both the guide and statement of purpose as is the process to raise formal concerns and how these will be managed. There is no dedicated activity co-ordinator, however, all care staff engage people in activities when they can. External entertainers and church groups visit regularly. There were no planned activities on the day we visited.

People are supported to maintain their physical and emotional well-being. The positive culture amongst the staff team ensures people's needs are met because care staff know what is important to them. Support from health and social care colleagues is sought quickly when needed. People are supported to maintain and sustain existing relationships with family and friends as much as possible. Visitors say they are welcomed into the service at any time and people enjoy going out into the community with family and friends. We saw friendships formed with people enjoying time in the lounges. Personal plans are tailored to each person and reflect their choices and how to maintain their safety. The service offers a choice of high-quality meals, and the service has a food hygiene rating of five, which is 'very good'. We saw people had a positive experience during lunch, their dignity was respected by the approach adopted by staff.

The service has systems in place to keep people safe. Staff are recruited safely, with all necessary checks completed before they start work. Risks to both people and care staff are identified and managed through clear plans. Information is available to help people raise concerns. A written guide explains what the service offers and how to raise a complaint with the Local Authority if needed. People and their families report they feel the service is safe.

People live in accommodation that supports their well-being. The environment has been adapted to meet the needs of the people living there. Bedrooms are comfortable and personalised, with sufficient communal areas available. The home is clean and well-maintained, with the correct checks and servicing in place for utilities and equipment. There is ongoing refurbishment.



Care & Support

Good

People receive a good standard of care at Heathfields Residential Care Home. We saw people are supported in a kind and patient manner, with care being calm and respectful. People and their families were complimentary about the service, telling us “*The staff are very good, they do their best*”, “*Nothing is too much trouble*”, “*There is nothing we can criticize*” and “*This is one of the best homes in Bridgend*”. The service carries out an assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people at the setting. Personal plans are person centred, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe.

The service takes good measures to protect people from harm and abuse. All staff members have completed up to date safeguarding training, and there is a robust safeguarding policy in place at the service to underpin good practice. Care staff understand what safeguarding means, can recognise potential concerns, and know how to report them. They feel confident if they report issues to the management, they would be responded to appropriately. Incidents or accidents are recorded. Detailed risk assessments help support safe practices while allowing people to take positive risks. People spoken with told us they feel safe living in the home.

Medication is stored, managed, and administered safely. Medicines are stored securely in the dedicated medication room and administered in line with the prescribers’ instructions. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. We saw evidence staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective.

Infection control is well-managed, with appropriate measures in place to reduce risks. Staff have access to and use personal protective equipment. An infection control policy guides staff on how to manage outbreaks and protect people. Care staff follow thorough cleaning routines, and laundry processes are designed to minimise infection risks. Clinical waste is disposed of safely and correctly.



Environment

Good

The environment is homely, clean and comfortable and suited to people's needs. There are communal areas which are well used. We saw people relaxing, eating their meals and engaging with others. People were at ease with each other and staff and were relaxed and happy. Comments from people include *"It's very clean here, that's what I like"* and *"I have a lovely room"*. A relative told us *"I feel it's her home rather than been 'put' in a residential home"*. We saw people who are able choosing where to spend their time and seen going from their rooms to communal areas as they wish.

The service demonstrates a commitment to ensuring the premises and any equipment is maintained and serviced to a good standard. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. Specialist equipment such as lifts, and manual handling equipment is serviced in line with the manufacturer's recommendations. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place regularly and an up-to-date fire risk assessment is in place. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. Hygiene and cleanliness standards are good. Staff follow a cleaning schedule to ensure the service remains clean and tidy. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises.



Leadership & Management

Good

The service has governance and oversight arrangements in place to support its day-to-day operations. A dedicated and experienced manager ensures people are at the heart of the smoothly run service. The manager undertakes a number of weekly and monthly audits of all aspects of the service to monitor practices. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the statement of purpose in a transparent way. A written guide is available for people in the service, containing practical information about the service, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. The manager has an 'open door' approach and is very approachable, staff told us they feel valued and respected. They also told us "*I do enjoy working here*", "*It's hard work but very very rewarding*" and "*Overall, it's a nice place to work*".

People are supported by staff with the necessary expertise, skills, and qualifications to meet their care and support needs. Training records show care staff have up to date training in core areas of care. Recruitment practices are robust. Staff files include all legally required information, such as proof of identity, references, and Disclosure and Barring Service checks to ensure they are fit to work with vulnerable people. All care staff are registered with Social Care Wales, the workforce regulator. New staff complete an induction and probation period to ensure they meet expectations. Ongoing supervision is provided to support care staff performance and development. The service does not use agency staff on a regular basis, this ensures continuity of care for individuals. We saw staff follow robust company policies and procedures, which supports good outcomes for people.

The new Responsible Individual (RI) for the service visits regularly and provides a three-monthly report of their visits. They ensure they speak to people and staff for their views. Whilst the feedback is generally positive, we saw any issues raised in these conversations are addressed with the manager. The RI inspects the premises and reviews a selection of records during their visits to ensure a good quality service is being delivered. Any actions are recorded and will be followed up at the next visit. They also complete a quality of care report every six months. They consider feedback from quality questionnaires and analyse what is working well and areas for continued improvement.

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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