



Inspection Report on

The Firs

Cwmbran

Date Inspection Completed

03/02/2025

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About The Firs

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Enable Care Services (South Wales) Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	20 December 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive support in-line with their needs by familiar and friendly care workers. People's personal plans are co-produced with them and their loved ones and include what is meaningful to them. People's emotional and physical health is promoted by regular health screening and comprehensive personal planning. Robust communication dictionaries ensure people can be understood and listened to. Varied activity schedules ensure people are kept stimulated and are supported to continue to learn and develop. Improved medication management mean people are administered their medication safely and in-line with the prescriptions, which helps to keep them happy and healthy. People live in a pleasant environment which is suitable and helps them achieve well-being.

Good governance arrangements and quality assurance tools provide the manager with oversight of the day-to-day running of the service provided. The Responsible Individual (RI) undertakes their core duties in-line with the regulations. Care workers are safely recruited and well-supervised. Care workers undergo an appropriate training programme to ensure they are competent for the role. People, their families, and staff alike offered positive feedback about the service provided.

Well-being

People can choose how they live their day-to-day lives. A reader-friendly Service User Guide (SUG) helps people understand what opportunities are available to them and how the service provider can help them achieve well-being. People can speak for themselves and contribute to the decisions that affect their lives. People's personal plans are co-produced with them and their loved ones so that they include what is most important to them. Very robust communication dictionaries ensure people can be listened to and understood, taking into consideration their verbal communication abilities. People engage in regular in-house meetings where they can offer feedback about the service. This feedback is used to improve the service. For example, mealtime and activity suggestions have been used to improve the home's menus and activity schedules. Monthly key-worker meetings offer people a private forum to discuss any concerns they may have.

People do the things that matter to them. Activity schedules are varied and include hobbies and activities that help people learn and develop. This includes various community clubs and groups which promotes their community presence. Other outdoor activities include going for walks, meals outs, and shopping. The service provider offers a good range of indoor activities also to ensure people are kept stimulated at home. This includes movie and games evenings. Some people are supported on annual holidays. One person told us these annual holidays are very meaningful to them, and they are something they really look forward to.

People are supported to achieve emotional and physical well-being. Care workers help people stay as healthy as possible. Meals are varied and nutritious, and care workers encourage people to engage in exercise, such as going for walks around the local area. Clinical professionals, such physio therapists, are involved in people's care promptly, if needed, to ensure they achieve the best possible health outcomes. All people are registered with a local GP and are encouraged to attend routine health screening.

People are safeguarded from abuse and neglect. A comprehensive safeguarding policy helps to keep people safe. Reader-friendly complaints guidance is available to people, and care workers regularly remind people of their right to complain at in-house and key-worker meetings. Care workers are safely recruited and trained in core subjects to ensure they are safe and competent to support people achieve well-being.

Care and Support

People are treated with dignity and respect by familiar and dedicated care workers. Care workers take the time to interact with people in a meaningful way. During our inspection we observed light-hearted and playful interactions which had a positive impact on people's moods. People who chose to spend time in their bedrooms were regularly asked if they wanted food and drinks. Care workers spoke to people using respectful and appropriate language. Care workers maintained people's privacy and dignity when providing personal care. People offered positive feedback about care workers. One person described care workers as *'Really nice.'* People's families and friends are involved in their care and are regularly asked for their feedback. People's families offered us positive feedback about the service delivered to their loved one. One person's relative told us *'It's fantastic here. Couldn't be happier. It's brilliant.'*

People's personal plans are robust. Personal plans are co-produced with people and written from their perspective. They include people's social histories, as well as their main likes and dislikes, what is meaningful to them, and their aspirations. This information is important so that care workers can get a sense of who the person is and what is most important to them so they can achieve well-being. Personal plans provide care workers with the information necessary to deliver person-centred care. This means care workers tailor their care delivery based on the needs and preferences of people. Care workers help people work towards personal well-being outcomes so that they continually learn and develop. One person told us their personal outcomes are very important to them, and staff always help them achieve these outcomes. Personal outcomes and personal plans are routinely reviewed to ensure they are still relevant and accurate.

People's health and wellbeing needs are clearly outlined in their personal plans. This includes risk information for any additional needs, which helps to keep people safe. Communication plans are very robust and include finer details to ensure care workers can always interact with people in a meaningful way.

Improved medication management means people are administered their medication safely and in-line with their prescription. This helps to keep people as healthy as possible. Medications are stored appropriately. Care workers undergo medication administration training and regular medication administration competency checks to ensure they are fit for this task. The manager undertakes daily checks of the medication to ensure it has been administered correctly. Regular medication auditing identifies any errors or improvement areas promptly.

Environment

People live in a suitable environment that supports them to achieve well-being. The location, design, and size of the premises is as described in the service provider's Statement of Purpose (SoP). The environment has appropriate equipment and has undergone relevant adaptations to meet the needs of people. Communal areas are welcoming and nicely decorated. People's bedrooms are personalised. People have recently been involved in choosing new colour schemes for their bedrooms, ensuring their personal spaces are as homely as possible. External grounds are well maintained. Cleaning schedules are robust and ensure the environment is consistently clean. A good observation of infection prevention control measures help mitigate the spread of infection.

The manager has robust oversight of in-house health and safety. Routine health and safety checks, tests, and audits ensure the environment is safe for people to live in. This includes consistent fire alarm testing and regular fire evacuation drills. All people have a Personal Emergency Evacuation Plan (PEEP) which outlines the support people need in the event of an emergency evacuation. A range of safety certificates evidence external health and safety tests have been completed in a timely way. This includes electrical, gas, and fire safety tests. The service is secure and safe. Visitors are asked to present identification on arrival to show they are safe to enter.

Leadership and Management

People are provided with accurate and thorough information about the service. A comprehensive SoP reflects the service provided which helps people choose a service which can meet their needs. A written guide to the service informs people what opportunities are available to them and how the service can best support them to achieve their outcomes and positive well-being. This is available in a reader-friendly format for people with different communication abilities. Key policies underpin safe and consistent practices.

Good governance arrangements ensure a smooth and effectively run service. The manager is dedicated to their role and knows people well. A good range of quality assurance audits and tools provide the manager with good oversight of the service provided. Care workers spoke positively about the manager, describing them *'Approachable'* and *'Supportive.'* The manager communicates key information to the RI. The RI has a regular presence at the service and undertakes their regulatory duties in-line with the regulations. People, their relatives, and care workers are sent regular surveys to ask if they are happy with the service provided. Results from recent surveys were positive. These results are included in the RI's bi-annual Quality of Care report, which explores where the service is doing well and areas in which it can improve.

People are supported by care workers who are suitably fit and have the knowledge and competency to provide good quality care and support. Care workers are safely recruited to ensure they have the right character and skills for the role. This includes having a disclosure and barring services (DBS) check before supporting vulnerable people. Care workers undergo all core and specialist training so they can undertake their duties safely. Care workers are supervised by management. Supervision is important as it affords care workers the opportunity to discuss any developmental needs or concerns. Care workers offered positive feedback about their place of work. All care workers we spoke to told us they are happy and enjoy their roles. One care worker told us *'Everyone here is happy. We all get along. We have such a good team.'*

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
58	More robust medication procedures are needed to ensure people are safe and healthy.	Achieved

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