



Inspection Report on

Cwm Cartref Care Home

**Cwm Cartref Care Home
Rhydyfro
Pontardawe
Swansea
SA8 4SS**

Date Inspection Completed

19/03/2025

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About Cwm Cartref Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cwm Cartref Ltd
Registered places	48
Language of the service	English
Previous Care Inspectorate Wales inspection	[8th August 2023]
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Cwm Cartref is a welcoming and homely service that provides care to adults who require support with nursing and personal care needs. People are relaxed and comfortable in their surroundings and can do things that matter to them. People and their families told us they are happy with the service at Cwm Cartref. The service encourages people and their families to be involved in their care. There are up to date personal plans in place which reflect the person well.

The Responsible Individual (RI) and management team have a strong presence in the service and support staff through formal and informal discussion. There is good governance by the RI which drives improvements and ensures people's needs are met. The service employs a skilled staff team who are appropriately trained to meet people's needs. Staff feel confident in their roles. The service is appropriately maintained and there are suitable procedures in place to reduce the risk of infection and maintain the health and safety of people.

Well-being

People's wellbeing is promoted through considerate and warm interactions. We saw staff provide support in a respectful and dignified manner. All interactions seen were positive and people appeared relaxed as they interacted with staff. Relatives spoken with told us they are happy with the care and family involvement is welcomed and encouraged. People spoken with told us *"It's really good here, I really like the staff"* and *"I'm always busy and there is lots to do"*. People were complimentary of the food provided and told us *"The food is good and if I want something different for my meal, I ask for it and I get it"*. People told us they like their bedrooms and could personalise them how they wish, one said *"My bedroom is lovely; I like having an en-suite"*. Staff spoken with demonstrated a commitment to providing good quality care and told us *"We are like family here and want to give our best and keep people happy"*.

People are safe and protected from abuse and neglect. Staff are recruited safely, and appropriate background checks are completed before they start employment. Staff receive safeguarding training and those spoken with show good knowledge of their responsibilities around this. Staff told us they feel confident and comfortable to report any concerns. There is a safeguarding policy in place that reflects the Wales safeguarding procedures. Staffing levels are appropriate and are reviewed as people's needs change. Routine health and safety checks are completed, and the environment is kept clean and clutter free. The service is secure, and visitors are asked to sign a visitors' book.

People live in an environment that supports their wellbeing. Cwm Cartref is a well-maintained service that is clean, secure and homely. Mandatory health and safety service certificates are available and up to date and routine health and safety checks are completed. Good infection control measures are implemented and maintained which helps reduce the risk of potential sources of infection. Aspects of the environment have been adapted to meet people's needs whilst still maintaining a homely feel. There is a pleasant and accessible outside area which people can access if they wish. People told us they feel safe at the service, and we saw secure entry to the service with a visitors' book in place to manage visitors.

Care and Support

People are well-supported through personal plans and risk assessments that are tailored to their individual needs. These plans are written using information from initial needs assessments, with input from people and their families or representatives. Personal plans seen are strengths based and outline how staff should support people to achieve their wellbeing outcomes. Risk assessments align with personal plans and are routinely reviewed. People and their family's involvement in the review of the personal plans was not always documented. This was discussed with the manager who agreed to ensure this was completed in future reviews. Daily care logs are maintained by staff and are thorough and in depth.

There are effective systems in place to safeguard people using the service. Staff receive Safeguarding training and demonstrate a clear understanding of their responsibilities, including how to report any concerns they may have about the people they support. The service has a safeguarding policy that is regularly reviewed. Deprivation of Liberty Safeguards (DoLS) are up to date for individuals who lack the capacity to make decisions about their care, support, or accommodation.

Overall, effective systems are in place to ensure the safe management of medication, and good practices help promote people's health. Medication is securely stored in a locked dedicated room. Temperature checks are conducted daily, and the recorded levels fall within the appropriate range, ensuring safe storage conditions for medication. Medication Administration Records (MAR) are completed accurately. Robust procedures are in place for ordering and auditing medication within the service, reducing the risk of errors. Staff responsible for administering medication receive appropriate training and are assessed for competence. Additionally, the service has appropriate medication policies and procedures that are reviewed annually.

People's risk of infection is minimised by the promotion of good hygiene and infection control practices. Necessary precautions to reduce any potential risk of infection was seen on the day of inspection. The environment is kept clean and uncluttered and equipment seen was clean and stored appropriately. Staff receive infection control training and are aware of their responsibilities regarding this. Staff have access to a supply of appropriate personal protective equipment (PPE) and we saw staff using this proactively. An infection control policy is in place and reviewed routinely.

Environment

Care and support is provided in an environment that promotes and enables people to achieve their personal outcomes. We found all areas of the service to be clean, pleasantly decorated and clutter free. The environment is maintained to a high standard by a dedicated maintenance team. All bedrooms are personalised to the taste of the individual. There are a variety of communal areas where people can relax and socialise if they wish. There is a well-presented spacious dining area which offers a pleasant dining experience. A daily menu is displayed which clearly offers a choice of meals. The kitchen is separate from communal areas and effective infection control measures were seen. There is a pleasant garden people can access with interesting features such as bird feeders and a herb garden. There are proposed plans to make further improvements to this area.

The property meets the needs of people. Necessary adaptations and equipment are available as required. The environment is well maintained, with any repairs or redecoration requirements documented and completed. Manual handling equipment is available, regularly maintained, and serviced to ensure safety and functionality. Additionally, there is continuous investment and refurbishment of the property to maintain good standards.

The environment is safe and secure, with thorough health and safety measures in place that are consistently completed and documented. A secure entry system and visitors' book is in place to ensure the safety of residents and compliance with fire regulations. Routine mandatory fire safety checks are conducted, and a recent fire drill has taken place. All required certificates, including those for gas, fire detectors, fire extinguishers, electrical systems, and equipment, are current and available. Water temperatures are regularly checked and documented, while unused outlets are flushed routinely. Personal emergency evacuation plans (PEEPs) are in place for people. Laundry facilities are situated separately from food preparation areas to maintain hygiene standards. The home holds a food hygiene rating of 5 (very good). Control of substances hazardous to health (COSHH) is appropriate and products are stored in a designated locked area, with accompanying safety data sheets available. Staff wear suitable personal protective equipment (PPE) when required to ensure safety and maintain good infection control procedures.

Leadership and Management

The provider has effective and reliable governance systems in place to ensure the smooth operation of the service. The RI frequently visits the service and engages with people, families, and staff to gather valuable feedback about the service. This feedback is used to inform regulatory visit reports and quality of care reviews. These reviews are thorough and provide a clear insight into the service's performance, with identified areas for improvement promptly addressed. The RI is supported by an experienced, knowledgeable and committed manager who focuses on driving enhancements within the service. This is achieved through consistent auditing and promptly resolving any issues.

The service provider effectively oversees financial arrangements and ensures ongoing investment in the service. The environment is clean and well-maintained, with ongoing plans for updates and refurbishment. The management team monitors staffing levels regularly to accommodate changes in residents' needs. During the inspection, staffing levels were observed to be sufficient, allowing staff adequate time to meet the needs of people.

People are supported by care staff who are safely recruited and appropriately skilled to carry out their duties. Recruitment practices are thorough, and staff files include evidence of safe recruitment processes and background checks. Up-to-date Disclosure and Barring Service (DBS) checks are maintained. All staff undergo comprehensive induction training when they begin their roles, followed by further ongoing training. Records show staff receive a variety of mandatory and service-specific training through both online and in-person sessions. Staff reported that the training is very good, and they can request additional training from the manager if required. We saw staff are registered with Social Care Wales or working towards this. Nursing staff have up to date PIN numbers

The service has a highly committed staff team who feel supported in their roles. Staff receive regular supervision and appraisal and those seen were supportive and constructive. Team meetings are frequently held and minutes show that conversations are two way and there is an open and honest culture within the team. Staff told us they felt happy and supported in their roles. Those spoken with said: *"We have good teamwork and a very supportive manager, we can go to him for anything, no matter what it is he will be there for us"*, *"The manager is very professional and approachable, and we can share anything with him"* and *"we have a very good team, everyone helps and supports each other."*

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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