Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Heddfan residential Home

Heddfan Residential Home, 101a, Heolgerrig, Merthyr Tydfil, CF48 1TD

07734105237

heddfancarehome.co.uk

The inspection visits for this service took place between 09/07/2026 and 10/07/2026

Service Information:

Operated by:	Marilyn Murray
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Provision for learning disability, Care home for adults - with personal care
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Heddfan provides care and support for people with learning disabilities. The service offers accommodation for up to five people and is located in the town of Merthyr Tydfil. The home is within walking distance of a range of local amenities, services, and community facilities, enabling people to access and participate in community life.

People's well-being outcomes are excellent. Staff provide person-centred care and support that promotes people's rights, choice, and independence. They have a thorough understanding of the people they support, including what is important to them and the most effective approaches to meeting their needs. Staff have developed positive and trusting relationships with people, enabling them to deliver care that is responsive and tailored to personal preferences. Care documentation is outcome-focused, clearly identifying people's goals, aspirations, and the support required to help them achieve the best possible outcomes.

Leadership and management is good. The service is well led and promotes a positive, person-centred culture that places the well-being of both people receiving support and staff at its core. Effective leadership and management arrangements ensure the service operates smoothly, with governance and quality assurance systems in place to monitor performance, drive continuous

improvement, and maintain high standards of care and support.

The environment is good. It is safe, comfortable, and suited to people's needs. The home is clean, well maintained, and provides a welcoming atmosphere for those living there. The provider has established effective systems for the ongoing maintenance of the premises, ensuring repairs are completed promptly and that the environment remains safe, secure, and fit for purpose.

Findings:

Well-being — Excellent

People's views at Heddfan are actively sought, valued, and used to inform the care and support they receive. People are encouraged to make choices about their daily lives and are supported to exercise as much control as possible over decisions that affect them. People personalise their bedrooms to reflect their preferences and individuality and are actively involved in planning their routines, meals, and activities. The service promotes meaningful participation in a wide range of educational, vocational, and leisure opportunities that reflect people's interests, aspirations, and goals. We saw positive examples of people being supported to engage with their local community, including one person attending a weekly work placement at a local McDonald's and another undertaking a volunteering role with St John's Ambulance. These opportunities help people develop skills, build confidence, and maintain valued community connections. On the day of the inspection, we observed people actively planning an upcoming holiday, demonstrating how the service supports people to make decisions, pursue personal interests, and enjoy experiences that enhance their well-being and quality of life.

People are treated with dignity, respect, and kindness and have developed excellent relationships with care staff. During our inspection, we observed numerous positive interactions between staff and the people they support. Staff communicated in a warm and respectful manner, taking time to listen to people and respond to their wishes and preferences. Our observations demonstrated staff hold people in high regard and are committed to promoting their rights, independence, and well-being. People spoke positively about their relationships with staff and expressed high levels of satisfaction with the support they receive. Comments included, *"The staff are all very good, I love living here"* and *"I love it here because I like the people I live with and the staff."*

People are protected from harm, abuse, and neglect. Staff are recruited in accordance with regulatory requirements, with all the required pre-employment checks undertaken. Staff receive a comprehensive programme of training relevant to the needs of the people they support. Training includes key areas such as safeguarding, medication management, and the Mental Capacity Act, equipping staff with the knowledge and skills required to provide safe and effective care and support. The service has established effective mechanisms to enable people to raise concerns, express their views, and provide feedback about the support they receive. Staff understand their safeguarding responsibilities and are confident in responding to concerns appropriately.

People live in an environment which supports their well-being. There are sufficient communal areas which are clean and comfortable. People's rooms are personalised to their preference. The home is

well maintained with the correct checks and servicing in place for utilities and safety features.

Care & Support — Good

Personal plans contain information to enable staff to provide people with care and support that is tailored to their individual needs, preferences, and wishes. The plans are person-centred and clearly identify people's personal outcomes and aspirations, along with guidance on how staff can best support them to achieve their outcomes. We found personal plans are reviewed in line with regulatory requirements, ensuring information remains reflective of people's changing needs and circumstances. The service uses a range of methods to evidence progress towards personal outcomes. For example, photographs of trips, activities, and daily living tasks are incorporated into reviews, providing meaningful and accessible evidence of people's achievements, experiences, and participation in activities that are important to them. This approach helps to celebrate successes and demonstrates how people are being supported to achieve their desired outcomes.

People are supported to maintain their health. People's health needs are clearly detailed within their personal plans, providing staff with the information they need to deliver appropriate care and support. The service maintains comprehensive records of healthcare involvement. Appointments with healthcare professionals are documented, and relevant medical correspondence is retained on file, ensuring information is accessible and contributes to effective continuity of care. Appropriate support is available for people with medication needs. We found medication is stored securely and administered in accordance with prescribers' instructions. The service has a robust medication policy in place, and staff receive training to ensure they are competent to manage and administer medication safely. In addition, regular medication audits are undertaken to monitor practice, identify any issues, and ensure medication management remains safe, effective, and in line with best practice.

Care staff receive training in infection prevention and control (IP&C) to minimise the risk of infection. IP&C forms part of the service's mandatory training programme, ensuring staff have the knowledge and skills required to protect the health and well-being of the people they support. In addition, the service has an infection prevention and control policy in place, which provides staff with guidance on safe working practices. We completed a visual assessment of the environment and identified no concerns in relation to cleanliness or infection control. The home is clean, tidy, and well maintained throughout. We also found the service had an adequate supply of personal protective equipment (PPE), which staff use appropriately to reduce the risk of cross-contamination and help maintain a safe environment.

Environment

Good

People have access to a range of communal areas where they can socialise with others and participate in activities. These include a main lounge and dining area, a kitchen, and quiet lounge. All communal spaces are clean, comfortable, well maintained, and suitably decorated, creating a welcoming atmosphere for people living at the home. People have their own bedrooms, which are personalised to reflect their individual tastes, preferences, and interests. Some bedrooms benefit from en-suite facilities, while accessible communal bathrooms are available for those who do not have en-suite facilities. The home also has a safe and accessible outdoor area, providing additional space for relaxation and leisure activities. People spoke positively about the environment and told us they were happy living at the home. Comments included, *"I love my bedroom and the rest of the house"* and *"The house is lovely."*

The service demonstrates a commitment to maintaining the environment and its facilities to a good standard. We found appropriate arrangements are in place to ensure the premises are safe, well maintained, and fit for purpose. Up-to-date safety certification was available for key utilities and systems, including gas, electricity, and fire safety equipment, providing assurance that essential safety checks are completed as required. There is a current fire risk assessment in place, and regular fire drills are conducted to ensure both people living at the home and staff understand what action to take in the event of an emergency. These measures help to promote people's safety and preparedness. The kitchen has been awarded a Food Standards Agency food hygiene rating of three, indicating hygiene standards are generally satisfactory. In addition, staff follow established cleaning schedules to ensure the home remains clean, tidy, and comfortable for the people who live there. Our observations confirmed the environment is well maintained and systems are in place to support the ongoing safety and cleanliness of the home.

Leadership & Management — Good

The provider's oversight and governance arrangements promote a positive culture and support the delivery of good-quality care and support. The Responsible Individual (RI) undertakes regular visits to the service to maintain oversight of service provision and to ensure the service is operating in accordance with its aims, objectives, and regulatory requirements. A quality-of-care review is completed every six months to evaluate the performance of the service. We reviewed the most recent quality of care report and found it provided a balanced assessment of the service, identifying areas of strength alongside opportunities for improvement. This reflective approach supports continuous improvement and helps to ensure the service continues to meet the needs of the people it supports.

The service has robust recruitment and vetting procedures in place to ensure staff are suitable, competent, and safe to work with vulnerable people. Personnel records we reviewed demonstrated all required pre-employment checks have been completed. These checks included obtaining references from previous employers, verifying employment histories, and completing Disclosure and Barring Service (DBS) checks. Newly appointed staff are required to complete a structured induction programme, which helps them develop an understanding of their role, the service's values, and the care and support needs of the people they support. We saw all care staff were registered with Social Care Wales, the workforce regulator for the social care sector in Wales. This provides assurance staff meet the required professional standards and are accountable for their practice.

People achieve positive outcomes because the provider is committed to ensuring skilled, knowledgeable, and competent staff are available to meet their needs. During our inspection, we observed sufficient staffing levels. Staff we spoke with told us they felt staffing levels were appropriate. Staff receive training relevant to the needs of the people living at the home, ensuring they have the skills and knowledge required to deliver safe, effective, and person-centred care. Training records show staff are up to date with their training requirements. Staff also receive regular supervision and support, helping them to reflect on their practice, develop their skills, and maintain good standards of care. Feedback from staff indicated they felt valued and well supported by the management team. One member of staff told us, *"As a member of staff I feel fully supported on a daily basis whether it is work related or a personal issue."* Another said, *"I feel very supported by the home manager and fellow team members."* These comments, together with our observations and a review of records, demonstrate a positive and supportive working culture where staff feel empowered to perform their roles effectively. This contributes to improved outcomes for people, who benefit from care and support provided by a stable, skilled, and motivated workforce.

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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