



Duffryn Ffrwd Manor Ltd



Old Nantgarw Road, Nantgarw, Cardiff, CF15 7TE



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<https://www.duffrynffrwdmanor.co.uk>

Date(s) of inspection visit(s):

18/07/2025

Service Information:

Operated by:	Duffryn Ffrwd Manor Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	92
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:

Duffryn Ffrwd Manor is a service for older people with residential or nursing care needs, located in Nantgarw.

People experience good well-being outcomes and lead comfortable lives. People's health and well-being is well-maintained. They are provided with opportunities to take part in a range of activities and supported to exercise choice. Systems are in place which help safeguard people in an environment that supports their needs. They get the right care at the right time to help maintain their health. Care and support is good, with people and families giving very positive feedback about the service. Personal plans give clear direction to care staff and are kept under review. Good processes are in place for medication management, infection control, and safeguarding. The environment is good, being well-maintained, safe, and meeting the needs of people. Leadership and management is good. Governance and oversight systems support the running of the service, with care staff happy working there. Care staff have appropriate training and are recruited safely.

Findings:



Well-being

Good

Duffryn Ffrwd Manor supports people to maintain their well-being and live comfortable lives. Care staff treat people with dignity and respect, with feedback from people and families being highly complementary. People can do the things they wish, with a variety of regular activities and opportunities arranged for them. The service employs two fulltime activity coordinators, who arrange and successfully engage people in different activities. They are extremely enthusiastic, motivated, well-regarded, and are a positive and important resource which enhances people's well-being. The service supports people to make their own choices and decisions. Where people have difficulty communicating or making decisions, the service works closely with people's families, representatives and professionals to ensure decisions are in the person's best interests. The service maintains very good contact with relatives, keeping them informed and involved, and offering a warm and welcoming environment.

People's health and well-being is supported by getting the right care at the right time. The service has very good links with external health professionals, referring concerns and following guidance as needed. The local GP visits the service weekly, which is extremely beneficial for people's well-being. Medication is administered correctly in line with the service's policy. Cleanliness is consistently maintained. Healthy meal options are provided, with adaptations made for specific dietary needs.

Systems are in place to help keep people safe. Recruitment procedures are followed correctly, with checks completed before care staff begin work. Risks to people and care staff are managed through risk assessments. The service is secure, and people receive information about what to expect through a service user guide. Families say they feel confident the service is safe and can visit whenever they wish.

People live in an environment that supports their needs. Duffryn Ffrwd Manor is set over two buildings, providing support to older people with residential care needs in one and nursing needs in the other. Bedrooms are comfortable and personalised, with spacious communal areas and access to attractive garden grounds. Equipment is in place to assist people with their mobility where required. The overall environment is pleasant, clean and well-maintained.



Care & Support

Good

People receive good quality care and support at Duffryn Ffrwd Manor. People appear well-settled in their environment, with care staff interacting in a calm, kind and respectful manner. Mealtimes are pleasant and relaxed, contributing to a homely atmosphere. People and their families speak positively about the service, saying *“the carers are kind – we have a laugh together”*, *“I think this is the best we’ve found, it stood out”*, *“they are not looking after patients, they are looking after people – they know people very well”*, *“without exception, irrespective of their role, they are incredibly professional, also friendly and approachable”*, *“it’s the best home I’ve been to – I want a room here when I need to go into care!”* and *“it has one of the best reputations locally”*. Visiting professionals told us *“it’s the best home I have been to”*. People’s needs are assessed prior to them moving in to ensure the service is suitable. Personal plans contain very clear directions for care staff to follow. Risk assessments identify issues and how to manage them. Plans are kept under review, and care staff complete daily notes and monitoring charts to track progress. External health professionals are contacted promptly when needed, with their advice incorporated into people’s plans.

People benefit from consistent processes to help keep them safe from harm. Care staff understand safeguarding procedures and their responsibilities, knowing how to identify and report concerns. They trust management to respond appropriately if they report an issue. Records of incidents and accidents are kept, with risk assessments guiding care staff in supporting people safely. People and families say they feel the service is safe. Where people lack mental capacity to make decisions about their care and accommodation, the service ensures Deprivation of Liberty Safeguard (DoLS) applications are made.

Medication is managed safely. Medicines are stored securely and administered according to prescriber instructions. Records are kept up to date, and monthly checks ensure supplies are accurate. Care staff receive training in safe medication handling and administration.

Infection control is well managed, with appropriate measures in place to reduce risks. Care staff have access to protective equipment, use it as necessary, and have a good understanding of infection prevention more generally. Domestic staff carry out cleaning routines, and laundry is managed effectively in a separate facility. Clinical waste is disposed of correctly. The kitchen achieved a Food Hygiene Rating of 4, which means standards of food hygiene are ‘good’.



Environment

Good

Duffryn Ffrwd Manor provides a clean, secure, pleasant environment catering to people's needs. The service is located at Nantgarw, close to Caerphilly and Pontypridd. It is provided in two separate buildings, a nursing home (known as DF1) and a residential home (known as DF2). They are based in an extremely picturesque setting in large garden grounds. The buildings are well-maintained, have consistently good standards of cleanliness, and are free from malodours. Security measures are robust with both buildings secure from unauthorised access. Accessibility is well-managed, with lifts available for people to move between floors. Bedrooms are comfortable and personalised according to people's preferences, some of these being furnished to an exceptionally high standard. Spacious lounge areas are provided, offering spaces for relaxation and spending time with friends and family. Sufficient toilet and bathing facilities are available throughout, with mobility aids in place where needed. Dining areas are large and enable people to have their meals communally if they choose. People have access to patioed areas of the grounds, with seating available. Procedures are in place to support the service to be safe. Hazardous substances are securely stored. All bedrooms seen are fitted with window restrictors. Fire exits are unobstructed and kept clear of clutter. Maintenance responsibilities are overseen by an on-site maintenance person. Documentation confirms utilities undergo routine testing and maintenance, including gas, electricity and water. Equipment servicing and auditing are current, and fire safety protocols are adhered to. Fire evacuations drills have taken place over the last year, which is an improvement acted upon since the last inspection. Personal emergency evacuation plans (PEEPs) are available, ensuring staff can provide appropriate support tailored to individual needs in the event of an emergency. We saw the service has completed or is in the process of completing several improvements identified at the last fire safety inspection.



Leadership & Management

Good

The service has appropriate governance and oversight practices to support its operation. Each building has its own manager, with overall oversight provided by the responsible individual (RI) and other directors. Auditing and quality assurance systems help monitor performance and identify areas for improvement. The RI fulfils their statutory duties by undertaking quarterly visits to engage with both residents and staff. Quality of care reviews are completed every six months, with actions identified to support ongoing service development. The service gathers the views of people, their representatives, and care staff more generally as part of their auditing processes, evidencing these well. Policies and procedures outline staff roles and expectations, with care staff demonstrating a good understanding of their responsibilities. A whistleblowing policy is in place, with staff reporting they feel confident in raising concerns if necessary. The service is open and transparent, making the required notifications to Care Inspectorate Wales and other relevant bodies, including the Local Authority Safeguarding Team. Care staff speak positively about their working environment, with comments including *“it’s nice to work here, it’s friendly”*, *“it’s a happy place to work and we try to make everyone feel welcome and part of the team”*, *“I think the manager is great, she leads with kindness”*, and *“we have good staff – we all get on”*.

Staff are appropriately qualified and trained to meet a wide range of needs. Training records confirm ongoing development in core areas of care, with nursing staff receiving additional training relevant to their role. Staff report feeling well-supported and confident in their roles. Recruitment practices are safe and generally compliant with regulatory standards, with staff files containing the necessary documentation. These include previous employer references, Disclosure and Barring Service (DBS) clearance, and proof of identification. All care staff are registered with Social Care Wales, with nurses registered with the Nursing and Midwifery Council. Newly appointed staff undergo an induction and probation period to ensure suitability for their roles. Supervision and annual appraisals support professional growth and performance management. The staff team is stable and well-established. Staffing levels are based on individual needs and the number of people resident, with rotas reflecting staffing on the day of inspection.

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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