



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Shaftesbury Hafan y Coed



1 Llest Mews, Llest, Aberystwyth, SY23 3AU



01970611188



www.Shaftesburygroup.org

The inspection visit took place on 25/03/2026

Service Information:

Operated by:	Livability
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	7
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Hafan Deg is a small care home on the outskirts of Aberystwyth.

Well-being is rated as good because people receive a service that is highly person centred, that creatively enables them to achieve their well-being outcomes. People have developed excellent relationships with the familiar and knowledgeable staff.

Care and support is rated as excellent because people receive a high-quality service from a team of extremely skilled staff. Care workers are guided by very informative individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are well supported to be comfortable and relaxed throughout the home.

Leadership and management is rated as good because the provider has thorough oversight of the service. The leadership at the service has created a positive culture that ensures people receive high quality care.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their individual health and well-being outcomes, while also being encouraged to use and build on their strengths.

People are actively supported to have as much control as possible over their day-to-day lives and are involved in decisions that affect them, ensuring their voices are respected and acted upon. The ethos at the service ensures people are supported to live well and achieve self-directed outcomes. Key workers complete monthly reviews with people that help them evaluate what they have done and set new and meaningful outcomes.

People are safeguarded from abuse and neglect and are provided with a secure environment where they feel safe at all times. The provider actively ensures there are mechanisms in place to make sure that every voice is heard and respected. There are highly effective support systems in place to ensure any risks are promptly identified and addressed.

People enjoy fulfilling and rewarding experiences delivered in thoughtful and creative ways. This includes working, community events that promote social connections and activities that enhance personal well-being. People are extremely positive about the opportunities they have to do things that are important to them.

People are encouraged to spend time together; the provider facilitates opportunities for people to maintain existing relationships and make new friends. People are supported to remain active members of their local communities and frequently use local facilities.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people's needs.



Care & Support

Excellent

People are extremely positive about the service they receive. We observed many friendly and familiar interactions during the inspection. The majority of people have lived at the service for years and have created very strong bonds with each other and their team of consistent support workers.

The provider gathers highly detailed information from other professionals and representatives already involved in people's care, to inform their decision on whether they can provide a service.

People experience an exceptionally personalised and creative approach to evaluating, planning and delivering high-quality care and support. People are fully involved in their service and take the lead in setting their own goals. The provider consistently excels at empowering people to identify and achieve new health and well-being outcomes that may not have previously been considered. This is very well documented in monthly key worker meeting reports.

People's well-being and safety is prioritised by the service by identifying and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

People plan and organise their daily activities and engage in meaningful pastimes, such as, participating in a variety of stimulating activities, engaging in hobbies and accessing the local community. Communication is a standout aspect of the service with a variety of accessible systems, including sign language, picture exchange and bilingual signage.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The provider has a personalised, accessible document for each person to help them understand the medication they take and any possible side effects.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Environment

Good

People's views and needs are carefully considered when designing and maintaining the environment. The building is homely and people personalise their rooms and communal areas with things that are important to them.

People have access to communal and private spaces in which to spend time alone or socialise. A variety of communal areas meet people's needs, promote independence, provide opportunities for private meetings, activities and relaxation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety and accessibility.

Garden areas are, safe, accessible and welcoming, allowing people to spend time outside independently.

Safety is a key consideration of the building. The provider ensures people can easily navigate the premises with the support of accessible communication tools. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently. The service is working with the local fire authority to ensure the building meets the necessary safety standards.

Regular servicing, maintenance and immediate repairs to all equipment ensures the safety and well-being of people using the service. Security arrangements are in place to protect people without compromising their rights, privacy, and dignity.



Leadership & Management

Good

Staff at all levels ensure there is a person-centred ethos at the service. The provider oversees quality through effective audit processes. Information gathered from both internal and external audits guides quality review reports and improvement plans.

The Responsible Individual (RI) is well known by everyone involved in the service and they visit regularly. Feedback from people and staff is actively encouraged by them to support assessing the service and to inform them on any necessary quality improvements. People provide open feedback about their experiences of the service and discuss the things that are important to them.

The manager has created a positive culture that enables people to live as well as possible and exceed their well-being outcomes. People and their support workers have confidence in the manager and can raise any concerns they have with them.

Support workers have regular one-on-one supervision sessions with their manager at least quarterly and an annual review to provide feedback and identify any training needs. Staff are positive about the availability and accessibility of their manager.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. All staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. The service has an effective induction that prepares new staff for the role.

Discussions with support workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their manager and are confident to report concerns if needed.

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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