



Inspection Report on

Hafod - short term care

Mold

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

03/03/2025

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About Hafod - short term care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Flintshire County Council Adults and Children's Services
Registered places	3
Language of the service	Both
Previous Care Inspectorate Wales inspection	15 February 2024
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

Hafod is a short break service which allows people to enjoy a stay away from home, and carers to have a break from day-to-day care provision. People look forward to staying in the service and carers told us they are well supported. They have confidence the service meets people's needs, which enables them to have time to relax.

Support staff know people well and enjoy their roles supporting a variety of different people. They ensure people feel relaxed and comfortable during their stay and get to participate in activities they have chosen. People can be supported to maintain their usual community activities or have a break from their routine. There is an accessible vehicle which is used for trips out.

The manager and deputy manager have systems in place to ensure the service is running smoothly. They complete monthly audit visits to the service, and support staff through regular team meetings. Support staff find them approachable and are confident to voice any worries or concerns.

Well-being

People are treated with dignity and respect by kind and caring staff. Support staff regard people as guests and look forward to welcoming them for each stay. They know people's preferences and enable them to maintain any routines which are important to them during their stay. People can choose what they want to eat, and where possible, care staff take them shopping for food and involve them in the planning and preparation of meals. Support staff are improving the offering of healthy and home cooked options available to people.

Support staff ensure people participate in activities which support them to be happy and healthy. They contact carers prior to each visit, and as part of this call discuss what each individual would like to do during their visit. People can attend their usual community activities if they wish, or choose to take a break from these. Some people choose to go on trips out or try new activities during their stay. Carers told us people are supported to take part in activities such as cinema trips, bowling, and shopping. There is a wheelchair accessible vehicle available to transport people on trips out.

People are supported to access activities in their local community. The manager identified a need for a local community disco and has set this up. People using the service, regardless of whether they are currently staying there, can attend this every fortnight. The disco is also open to members of the local community, supporting people to socialise and meet others. New people who are interested in accessing the short break care service at Hafod have a chance to meet and get to know staff at these social events.

People who speak the Welsh language can be supported by Welsh speaking staff. Some support staff speak Welsh fluently and most know basic phrases and greetings. Documentation can be requested in Welsh.

Care and Support

Support staff know people well and deliver good quality care and support which meets people's needs. People have personal plans which are person centred and contain clear detail about their likes/dislikes, and daily routines. Any risks are considered and there are clear and consistent risk assessments in place for support staff to follow. There is detailed information about how to support people's emotional well-being. Support staff understand when people are upset or agitated and know how to support them at these times. They promote people's independence and encourage people to do the things they are able to for themselves, offering assistance when required. Support staff ensure they have up to date information about people prior to each stay, by completing a telephone review with carers. People are supported by a consistent staff team during their stays, without the need for agency staff.

People are provided with good quality care and support throughout their stay. Support staff ensure health conditions are monitored to maintain people's physical and mental well-being. They contact healthcare professionals for advice and assistance when this is required. A social care professional told us the service promotes good communication And maintains effective working relationships with health and social care professionals. Records confirm care and support is consistent with personal plans. A relative told us they had "*Nothing but praise*" for the service.

Support staff have safe systems in place to manage medication. We observed medication being checked for a new arrival, and saw it was counted, transcribed onto a medication administration record (MAR) chart, and signed in by two members of staff. Medication is stored securely in a locked cabinet. Clear records are kept of all medication administered and there is a procedure in place for any homely remedies.

Environment

Hafod is a comfortable and homely bungalow, with access to a range of specialist equipment which meet the mobility needs of people. There are profiling beds in place, and a hoist in one of the bedrooms. The bathroom has various aids and adaptations to suit a range of mobility needs, such as a bath chair. Equipment is serviced regularly to ensure it is safe to use. The property has wide hallways to suit wheelchair users. There is a spacious lounge, a dining room, and plenty of outdoor space, all of which can be used to socialise with others or sit and relax in. There are pictures and ornaments to give the service a homely feel, and we saw photos of people enjoying their visits and some artwork they had created during their stays. People can bring any items they want with them to help them feel at home, and these are checked in with an inventory by support staff. We found the service was clean and tidy throughout.

The service provider ensures the building is safe and secure. A fire risk assessment has been completed recently, and we saw support staff undertake weekly checks of fire alarms and emergency lighting. People have Personal Emergency Evacuation Plans (PEEPs) in place which detail the support they would need in the event of an emergency evacuation. We saw evidence of gas and electrical safety certification. Support staff complete a thorough weekly check of the building which includes water safety and checking the safety of bed rails. They have a cleaning rota in place to ensure the service is kept clean and tidy, and people are protected from the risk of infection.

Leadership and Management

People are supported by skilled and experienced care staff. Recruitment checks are completed before new staff commence work. This includes reference and disclosure and barring service (DBS) checks. Support staff are registered with Social Care Wales. The manager and deputy manager complete formal and informal observations of staff. We saw recently completed medication competency checks. Support staff receive supervision, and they have all received an annual appraisal. This gives them an opportunity to review their skills and knowledge and consider any training and development needs. The manager holds regular team meetings, to ensure support staff are kept updated and can raise any issues or concerns. Support staff receive regular training and their core training is renewed to ensure it remains up to date. We saw they have completed training in areas such as dysphagia and epilepsy, ensuring they have the knowledge required to support people with these specific needs. At the last inspection we identified an area for improvement for training and supervision, which has now been met. Support staff told us they enjoy their roles and like getting to know the different guests. They told us they work in a strong team and are well supported by management.

The manager, deputy manager and responsible individual (RI) have good oversight of the service, ensuring it is running smoothly. The deputy manager completes a monthly audit visit, checking a sample of medication records and personal plans. This is helpful in identifying issues which are then addressed in regular team meetings. The RI visits the service every three months and completes a report of their findings. They ensure they speak to staff, inspect the premises, and review a selection of records. They speak to care staff and test their knowledge around specific areas, such as safeguarding. They also complete a six-monthly quality of care review. This draws on findings from their quality assurance processes, and feedback received from people and staff. It considers what is working well and any areas for continued improvement and development.

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	
36	Staff are not receiving supervision every three months, and staff have not received all of the mandatory and specialist training required to meet people's needs. Ensure all staff receive regular supervision, and mandatory and specialist training is renewed when it is due.	Achieved

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