Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Caerlan

East Caerlan Farm, Newbridge Road, Pontyclun, CF72 8EX

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The inspection visit took place on 11/09/2026

Service Information:

Operated by:	PARKCARE HOMES (NO.2) LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care and support for people with a learning disability, Care and support for younger adults with some children (up to 25)
Registered places:	8
Main language(s):	English
Promotion of Welsh language and culture:	Working towards

Ratings:

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

Summary:

Well-being is good because people receive care from a committed staff team who know them well and support them to live active and meaningful lives. People are treated with dignity and respect and are supported to make choices about their daily lives. Care staff respect people's preferences, communicating in a patient, professional and kind manner.

Care and support is good. People have access to healthcare services, meaningful activities and opportunities to participate in their local community. Relatives and staff spoke positively about the quality of support provided. Comprehensive assessments and care plans, which are reviewed regularly, provide care staff with clear guidance to support people safely and effectively.

The environment is good. It is clean, spacious and designed to meet the sensory needs of people living at the service. Bedrooms are personalised and people have access to well-maintained indoor and outdoor spaces which supports their wellbeing, privacy and independence. Robust systems are in place to monitor health and safety.

Leadership and management is good. The service benefits from established management arrangements and governance systems. Care staff have the correct training, and recruitment practices are effective. A range of audits and quality assurance processes are in place.

Findings:

Well-being — Good

Well-being is good because people are supported to live healthy and fulfilling lives, exercise choice and maintain positive relationships. Care staff know people well and support them in a way which promotes dignity, respect and independence. We observed warm and positive interactions. Care staff communicate effectively with people, including those who use non-verbal forms of communication, and respond appropriately to individual preferences and wishes. People appear relaxed, comfortable and confident in their surroundings, demonstrating they feel secure in their home environment.

People are supported to make meaningful choices about how they spend their time and are supported to achieve their personal goals. Care staff encourage people to take part in activities which interest them and help them maintain strong links with their local community. People undertake a variety of activities appropriate to their abilities, ranging from activities in the community to low arousal hobbies and interests at home. Activity plans are personalised and reflect people's interests. Relatives told us people go out regularly and enjoy meaningful experiences.

People are safeguarded from abuse and neglect. Care staff receive safeguarding training and are aware of the procedures for reporting concerns. A safeguarding policy is in place and aligned with current statutory guidance, supporting care staff to respond appropriately when issues arise. Risks to people's health and safety are assessed and managed effectively, helping to promote people's well-being. Policies and procedures for complaints and whistleblowing are accessible. Risk assessments highlighting areas of concern are completed and regularly reviewed.

People live in accommodation that supports their well-being outcomes. Care staff create a calm, structured and low-arousal environment which supports people's emotional well-being. They understand the impact sensory experiences can have on individuals and adapt support accordingly. Bedrooms are personalised and reflect people's interests and identities. One person proudly showed us their room containing photographs, personal possessions and memorabilia linked to interests important to them. Another person told us, *"I love it here"* and described the service as *"like home."* Relatives spoke positively about the care and support provided, the commitment of staff and the opportunities available to people living at the service.

Care & Support — Good

Care and support is good because people receive personalised care and support which reflects their assessed needs, preferences and desired outcomes. The service completes detailed assessments prior to people moving in. A planned transition process enables staff to get to know people, understand their needs and preferences, and determine whether the service can provide appropriate support. The provider considers people's language preferences and can access Welsh language resources when required.

Care staff know people very well and demonstrate a strong understanding of their communication methods, sensory preferences, daily routines and behavioural support needs. Care staff use this knowledge to provide consistent, person-centred support which reflects individual wishes and promotes wellbeing. Personal plans are detailed, regularly reviewed and supported by comprehensive risk assessments. The plans provide clear guidance about how care staff should support people safely while promoting independence, choice and control.

People are protected from abuse and neglect. Staff understand their safeguarding responsibilities and can describe how they would report concerns. Systems are in place to record and monitor safeguarding matters. The service has a Positive Behaviour Management (PBM) lead who provides oversight, guidance and specialist support to care staff. This helps ensure behaviour support approaches remain proactive, person-centred and focused on improving quality of life.

People receive their medication as prescribed and care staff assist them in accordance with national guidance and service policy. Care staff complete appropriate training and competency assessments before administering medication. People have timely access to healthcare services as required, ensuring their physical and emotional wellbeing is monitored and supported. Medication storage and administration is well-managed.

The service promotes good infection prevention and control practices. The service is clean and well maintained. Sufficient personal protective equipment is available, and staff understand infection control procedures. Processes are in place to monitor hygiene standards and cleaning activities. Care staff follow cleaning schedules and ensure communal areas, kitchens and other facilities remain clean and well presented. Kitchen facilities support safe food preparation and storage practices. This includes designated space for people with allergies. Laundry facilities meet the needs of the service, and staff store cleaning products securely in accordance with Control of Substances Hazardous to Health (COSHH) requirements.

Environment

Good

The environment is good because people live at a service which is safe, comfortable and suitable for their needs. The service has been adapted to support adults with autism and provides a low-arousal environment to help reduce anxiety and promote well-being. The service consists of a main house, and two annexes on site. These annexes enable people to live on their own and provide private and personalised homes which reflect individual preferences, interests and lifestyles. This means people can have control over their daily routines, make choices about how they spend their time and enjoy a greater degree of independence. All areas of the service are personalised with people's belongings, furnishings and decorations, creating familiar and comfortable living spaces which support their sense of identity and belonging.

The service provides access to shared facilities, including a communal kitchen, lounge, dining room and garden. These areas encourage people to socialise, build and maintain relationships and take part in activities with others. People choose when they wish to spend time in communal areas and when they prefer the privacy of their own space. A family tree display incorporating photographs of people and staff promotes inclusion and belonging within the service. The environment is designed to meet the needs of people. Calm surroundings, predictable layouts and comfortable living spaces help reduce unnecessary stress and support emotional well-being. The environment is welcoming, homely and purposeful. We found the service clean, tidy and well maintained throughout.

The provider demonstrates a strong commitment to maintaining the premises and equipment to a high standard. Effective systems ensure the environment remains safe, suitable and fit for purpose. The provider arranges routine servicing and safety checks for utilities, including gas and electrical installations, through appropriately qualified contractors. Staff promptly report maintenance issues, and the provider takes action to address repairs in a timely manner. The service maintains robust health and safety arrangements. Staff complete regular environmental checks and identify potential risks promptly. Records confirm staff regularly test fire alarm systems and maintain an up-to-date fire risk assessment. Each person has a Personal Emergency Evacuation Plan (PEEP) which clearly outlines the support they require in an emergency. Staff participate in regular fire drills and training, ensuring they understand their responsibilities and can respond effectively if an emergency occurs.

Leadership & Management — Good

Leadership and management is good because robust governance and quality assurance processes help ensure people receive safe and high-quality care. Management have a clear understanding of the service's performance, recognising both areas of strength and opportunities for further development, demonstrating an ongoing commitment to improvement. The Responsible Individual (RI) is regularly involved in the service and maintains a strong presence. They have developed positive relationships with people and staff, fostering an open, transparent and supportive culture where feedback, concerns and ideas for improvement are encouraged and acted upon.

Systems are in place to evaluate and improve the quality and safety of the service. Regular auditing, quality assurance activities, and feedback from people, staff, and professionals provide management with oversight of service performance. Outcomes from these processes are used to identify areas requiring development and to support continuous improvement. The RI produces a quality of care report every six months, demonstrating ongoing oversight and identifying areas to develop and improve the service.

People benefit from care provided by a skilled and committed workforce. Staff speak positively about their roles and describe a supportive working environment where they feel listened to and valued. They report managers are approachable, responsive and readily available to provide advice and guidance. Staff demonstrate a good understanding of people's individual needs and are focused on delivering care which reflects personal preferences and promotes positive outcomes. Feedback consistently indicates the manager is supportive, accessible and dedicated to promoting staff well-being.

The provider ensures staff have access to both mandatory and role-specific training to equip them for their responsibilities. Management maintain oversight of training compliance and provide regular supervision, giving staff opportunities to reflect on their practice, receive feedback, and discuss professional development. This supports a competent workforce and helps ensure people receive high-quality care and support. Recruitment processes support people's safety. Records show the provider completes all required pre-employment and regulatory checks before staff begin work. This helps ensure the service employs suitable staff with the appropriate skills, experience, and character to work with vulnerable people.

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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