



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Yr Hafod Residential Care Home



Yr Hafod Old Peoples Home, Rhos Y Dre, Cardigan, SA43 1NT



01239612651



www.ceredigion.gov.uk

Date(s) of inspection visit(s):

13/05/2025, 30/04/2025

Service Information:

Operated by:	Ceredigion County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	28
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Yr Hafod is a residential care home on the outskirts of Cardigan town. Well-being is rated as good because people receive a service which is person centred and enables them to achieve their health and well-being outcomes. People have developed positive relationships with the familiar and caring staff. Care and support is rated as good because people receive care and support from a team of professional and friendly care workers. Care workers are guided by accurate and individualised personal plans which enable them to meet peoples needs. The environment is rated as good because the provider has completed the work required to the environment to close the Priority Action Notice (PAN). People are comfortable and relaxed throughout the home and care workers are positive about the impact the improvements have made to people's well-being. Leadership and management is rated as good because the provider has good oversight of the service. The effective leadership ensures people receive good quality care from a team of motivated and skilled care workers who receive good support from their managers.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. A visiting representative told us, *“My mother has improved so much since coming here”*.

People have control over their day-to-day lives and are aware of their rights. They are actively supported to be involved in decisions that affect them and ensure their voices are heard and respected. Resources are made readily available to help them understand how to communicate their needs and worries. The service uses an external professional to gather open and honest feedback from people about the home. This creative and positive practice is shown through listening attentively, providing clear information and supporting people to make informed choices. This approach helps people to take charge of their lives with confidence and assurance.

People are able to access experiences, improve their quality of life and helps them achieve their well-being outcomes. People enjoy taking part in planned activities, accessing their local community, weekly visits from a local school and there is unrestricted visiting for family and friends. People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are mechanisms in place to ensure every voice is heard and respected. There are support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain and sustain existing relationships with family, friends and important people in their lives as far as possible. This is facilitated by staff who respect these relationships and the importance they hold in people's lives.

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. People, representatives and staff are happy with the improvements made to the environment and the positive impact this has had on their overall well-being.



Care & Support

Good

People are very happy with the care and support they receive. We observed many positive and friendly interactions during the inspection. A person who lives at the service told us, *"The care staff are wonderful, very helpful"*.

People experience good quality care because there is a detailed process before the manager agrees to provide the service. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

People are involved, the plan for their care and support is co-produced between them, their representatives, relevant professionals, and the service provider. The personal plan outlines how staff should support people to achieve their well-being outcomes. People's plans include their preferences, routines, and beliefs.

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 are offered choices in daily activities and have opportunities to reach their potential. People engage in meaningful past times, select meals, participate in activities, engage in hobbies and access their local community. Welsh language and culture is embedded in the service.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service has introduced an effective system to support staff to reduce the likelihood of errors occurring. Regular reviews of medications are completed in a timely manner, involving people where appropriate and the relevant professionals. Audits are completed to ensure consistency of practice and good standards are maintained.

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

The provider was issued a Priority Action Notice (PAN) in June 2021. Since then, the communal areas and bedrooms have been re-decorated, flooring replaced and new furniture has been purchased. The provider has completed the majority of the work identified in the PAN and have a plan to finish the remainder of the decoration. The environment no longer impacts people's well-being and the PAN has been closed.

People's views and needs are considered when designing, building, maintaining and throughout the renovation. A care worker told us, *"The building is lovely, brighter and looks great. The residents have seen a big difference and they really like it"*.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. Outdoor spaces are safe and accessible to all people, including those with physical, sensory or cognitive impairments. People enjoy accessing the grounds to exercise, relax and socialise with one and other.

Safety is a key consideration, the design of the building ensures people can easily navigate the premises and access necessary equipment. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to 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. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

The provider oversees the quality of care through detailed and 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 and visits the service regularly. Feedback from people and staff is encouraged by them to support assessing the quality of the service and to consider any improvements. People know how they can provide feedback about their experiences of the service.

The manager is well supported by a deputy and senior care workers. They have worked together effectively to create a friendly and caring culture, which enables people to live as well as possible. A care worker told us, *"The residents are great, very happy and are enjoying the sunshine. They eat well, have choice and we try and make the place like home"*. People, their representatives and care workers have confidence in the manager and deputy, they can discuss any concerns they have with them.

Care 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. Care workers told us the manager and deputy are accessible and very supportive. One said, *"My supervisions and appraisal are up to date but we can go to Kelly or Steve if we ever need anything"*.

The service provider has strict selection and vetting processes for hiring staff to ensure they are qualified and trustworthy. Care workers 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. Care workers are positive about the opportunities they receive.

Discussions with care workers, demonstrate a positive approach to protecting people and keeping them safe. Staff have good communication with their managers 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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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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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