



Ferndale House



Ferndale House Resource Centre, Station Road, Ferndale, CF43 4ND



01443 730614

The inspection visits for this service took place between 29/01/2026 and 30/01/2026

Service Information:

Operated by:	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	26
Main language(s):	English
Promotion of Welsh language and culture:	The 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

Requires Improvement



Leadership & Management

Good

Summary:

Ferndale House is a four-story refurbished building, located in the Ferndale area and close to local amenities. It offers long-term care and respite to older people and those living with dementia.

The care home provides good care and support in a warm and friendly environment, that promotes very good wellbeing outcomes for people living at the service. Staff know people well and interact in a kind and caring manner. Care files detail how people like their needs met and are reviewed regularly. Activities at the service are regular and varied to ensure people's physical and emotional well-being.

The environment requires improvement due to issues identified relating to fire and health and safety. The premises is accessible and has suitable indoor and outdoor areas for people to use. It is clean, warm and generally well maintained.

The leadership and management at the service is good. Staff feel very well supported, happy, and

confident in their roles. They receive regular supervision, a variety of training, and policies are in place to provide guidance. Robust Quality Assurance systems are in place with regular audits and good oversight carried out by the wider provider and management team. The Responsible Individual (RI) visits the service regularly and speaks to people and staff.

Findings:



Well-being

Good

People are supported to have as much control as possible over their day-to-day lives. The service carries out a thorough pre-admission assessment to ensure it can meet people's needs and care plans are developed to identify how these can best be met, which are evident on people's care files. People and their representatives told us staff speak to them about their care and support. People can choose how they spend their time. Regular resident meetings give people the opportunity to discuss things within the home including the menu, activities and events. People also told us they were involved in the recent consultation that has resulted in plans to move to a new build in the future.

Documentation such as a statement of purpose and written guide are available to people and provide information on the service and how to raise a complaint. How to make a complaint, advocacy services, and other information about support services is also available in the main entrance area. The manager deals with any complaints and follows the provider's policies and procedures. Staff receive mandatory and specialist training appropriate to the needs of the people they support. People's sensory needs are considered in pre-assessments and care plans. The service provider makes an effort to promote the use of the Welsh language and cultural needs of people. Some staff have had a Welsh education, but no current residents speak Welsh. There is further Welsh language training available to staff. Signage around the home is in both English and Welsh, and in picture form. Documentation is also available in Welsh on request.

People are empowered to thrive, with numerous opportunities to maintain, develop, and explore their interests, strengths and skills. There are frequent opportunities for people to connect with family, friends and contribute to local communities. Staff engage people in a variety of daily activities of their choosing, including arts and crafts, games, and quizzes. We were told of entertainers coming in, plans for Valentine's Day with a singer and high tea, and a visit from an interactive dinosaur called 'Bramble'. We also saw photos and videos at the service of people enjoying parties and other activities, and observed people enjoying a chair exercise class on the day of our inspection. People spoke enthusiastically of local school children visiting the home regularly to do activities, including card making and a carol service at Christmas. We saw people spending time with family members and were told of bringing pets to visit and no restrictions on when family/friends could come. People also have access to free Wi-Fi. It is evident people and their relatives have positive relationships with each other and care staff at the service.

People are protected from abuse and neglect. Care staff are recruited in line with regulation to ensure they are suitable to work with vulnerable people. Care staff receive training relevant to the needs of the people they support. This includes safeguarding, manual handling and medication. All

staff understand and follow the Wales Safeguarding Procedures. There are effective mechanisms in place to ensure people can voice their concerns. Risk assessments are present, highlighting areas of concern, and people's rights to liberty are protected and safeguarded. There are measures in place to ensure medication is safely stored and administered

People live in accommodation that supports their well-being. Bedrooms are comfortable and personalised, with sufficient indoor and outdoor communal areas available for people to use. The home is clean and generally well-maintained, with the correct checks and servicing in place for utilities and equipment. However, fire safety work has not been completed in a timely manner and access to restricted areas pose a risk to people.



Care & Support

Good

People receive consistently very good quality care and support which helps them achieve their personal outcomes. Prior to a person receiving a service a detailed assessment is completed to ensure their needs can be met. A personal plan is then developed with the person and if appropriate, their representatives. Personal plans we viewed are clear and concise. They highlight people's needs and the best ways of supporting them. Risk assessments consider any risks to people's health and safety and detail ways for keeping people safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. We saw personal plans and risk assessments are reviewed regularly by the service to ensure information recorded remains relevant and meaningful.

People are supported by skilled staff with a good understanding of their individual needs and preferences. Many of the staff have worked at the care home for a number of years providing continuity of care to people. We saw staff and the management team have very positive relationships with the people they support. It was clear they know the people they support well and are familiar with their needs and preferences. Positive feedback from people included, "*Wonderful,*" "*It's lovely...the girls are nice,*" "*Marvellous, like a second home.*" People are supported with their dietary requirements. Menus are varied and nutritious, people are offered choice and told us the food was nice. The kitchen staff receive appropriate training and know people's dietary needs, such as those with alternative diets. Snacks and drinks in communal areas and jugs of water in people's bedrooms were evident on the day of our inspection.

People are referred for appropriate care and treatment at the right time. Recommendations for care and treatment by other professionals such as District Nurses are carried out as directed. People are assisted and supported to attend or participate in health checks and appointments such as Chiropody and Dental, and records of this are evident on care files.

People are supported with their medication if required in accordance with national guidelines and service policy. Medication management systems are in place. There is a medication policy aligned with best practice guidance and care staff receive training and monitoring on the administration of medication to ensure they remain sufficiently skilled. Routine medication audits ensure practice remains safe and effective.



Environment

Requires Improvement

People benefit from a warm, comfortable and welcoming environment that is adapted to suit their needs. We saw people's rooms are personalised to their preference with items of importance, helping to create a homely feel. There are indoor and outdoor communal areas people can use including lounge areas, kitchenette / dining, and a number of toilet/bathrooms on each floor, plus a function room and a salon. A good-sized garden area to the rear of the ground floor is patioed and has seating for people to use. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish, either independently or with support from care staff. The service is nicely decorated and suitably furnished. The day and date, and menu choices for the day is displayed on the walls in communal areas, and signage on doors help people stay orientated. Laundry facilities are suitable for the size of the home and there are plentiful supplies of cleaning products. Kitchen facilities are appropriate and achieved a Food Standards Agency Rating of 5, meaning they are 'very good'.

We saw there is routine servicing of utilities such as electricity, gas and water. Specialist equipment such as bathing and manual handling equipment is serviced in line with the manufacturer's recommendations. There is a fire risk assessment and fire safety features are regularly checked by a maintenance person and serviced by suitably qualified trades people. Regular fire drills are carried out, and Personal emergency evacuation plans (PEEPs) enable staff to understand the level of support people require in the event of an emergency.

People are protected as much as possible from the risk of infection because the premises and equipment are kept clean and hygienic. Cleaning was observed during our site visit which ensures the service remains clean and tidy. There are plentiful supplies of Personal Protective Equipment (PPE) including gloves, aprons and hand sanitiser. Staff have received training in this area and annual Health and Safety audits are carried out.

Security arrangements are in place to protect people. The home is secure to prevent unauthorised access. Visitors make themselves known on arrival and staff ensure they sign in and out of the premises. A second entrance door via a bridge from the local housing estate is now alarmed and has keypad access to make it secure.

Fire safety work identified during an inspection by the South Wales Fire Service has not been promptly addressed. This is putting people at risk. Other Health and Safety concerns such as restricted areas containing items like manual handling equipment, cleaning products, and a boiler are not always locked to prevent risks to people. We told the provider this is an area for improvement. We would expect them to address the matter at the earliest opportunity.



Leadership & Management

Good

People are supported by staff with the necessary expertise, skills and qualifications to meet their needs. Staff receive a mix of mandatory and specialist training relevant to the needs of the people they care for. Compliance is generally good and any issues are identified and discussed in supervision. Staff we spoke to say the training they receive is good and gives them the skills and knowledge to carry out their jobs well. Care staff are registered with Social Care Wales (SCW), which is done to ensure they have the skills and qualifications needed for working in the care sector.

Staff say they feel very well supported and valued describing the manager as, “Approachable,” “Marvellous,” “Great, can speak to her if any concerns,” “Good with me.” They receive regular one to one supervision, attend regular team meetings, and have annual appraisals. A recent recruitment drive to employ more casual staff has reduced the use of agency staff and a stable permanent staff cohort provides continuity of care and support for people. Morale appears to have improved amongst the team following a challenging consultation period resulting in plans to move to a new build in the future.

Robust recruitment processes are in place for care staff who undergo the required checks to ensure they are suitably fit to work at the service. The provider ensures all staff have the regulatory required information including references from previous employers, full employment histories, and Disclosure and Barring Service (DBS) checks. Care staff told us they complete a structured induction when they commence employment including training and shadowing other staff.

The provider’s oversight and governance arrangements foster a positive compassionate culture in the service. It is clear the management team know people and their families well, is conscientious and well organised. They engage other professionals, staff, people and their families in quality assurance processes such as through satisfaction surveys and attending meetings, valuing their feedback to drive continuous improvement. We saw audits are routinely conducted, with measures put in place to address any issues. The RI and the wider provider are routinely visible at the service and have good oversight of service delivery. We saw records which confirmed the RI visits the service regularly and speaks to people and staff. Quality of care reviews are completed every six months to assess the service’s performance and identify areas where improvements can be made. The service also ensures timely notifications are sent to relevant authorities in the event of significant incidents. Service policies and procedures provide guidance to staff and ensure practice remains safe and effective. People and their families feel confident raising concerns, knowing their input is welcomed stating, “Can speak to any of the staff, will sort things out,” “Outstanding,” and “Always keep us informed.” Numerous thank you cards and letters are visible at the service.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's Health and Wellbeing is at risk as fire safety work has not been carried out in a timely manner and restricted areas are not locked at all times to prevent risks to people.	29/01/26

CIW has not issued any Priority action notices following this inspection.

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