



Tegfan Resource Centre



Tegfan Resource Centre, Llewelyn Street, Aberdare, CF44 8HU



01685 878485

Date(s) of inspection visit(s):

26/06/2025

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:	46
Main language(s):	English
Promotion of Welsh language and culture:	The service 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

Good



Leadership & Management

Good

Summary:

Tegfan Resource Centre is a service for older people living with dementia operated by the Local Authority, located in a residential area of Aberdare.

The service supports people to experience good well-being outcomes. People's health and well-being is well-maintained by a team of care staff who treat them with kindness and respect. There are systems which help safeguard people, within an environment that supports people's needs. Care and support is good, with people and families giving positive feedback about the service. Detailed personal plans are kept under review and give clear instructions to staff. Effective processes are in place for medication management, infection control, and safeguarding. The environment is good, being well-maintained, safe, and meeting the needs of people. Leadership and management is good. Effective management underpins the governance and operation of the service, with care staff happy working there. Care staff have appropriate training and are recruited

safely.

Findings:



Well-being

Good

Tegfan Resource Centre supports people to maintain their well-being. Care staff treat people with kindness and respect. Feedback from families is extremely complimentary. People and their families work with the service to agree what kind of support is needed, with their wishes and preferences shaping the care they receive. Each person has a detailed person-centred plan to suit their needs, supporting them to stay safe and explaining their choices and wishes. If someone finds it hard to communicate or make decisions, the service works closely with families and other professionals to make sure decisions are made in their best interests. The service maintains very good contact with relatives, keeping them updated and involved in the care of their loved ones and providing a very welcoming environment.

People's health and well-being is supported by getting the right care at the right time. The service has very good relations and works closely with external health professionals to refer any concerns and follows appropriate guidance. A clinical nurse practitioner from the local GP surgery visits weekly, helping to ensure people's health needs are responded to promptly. Medication is administered correctly in line with the medication policy. Cleanliness is well-maintained throughout. Healthy meals are provided and adapted for specific dietary requirements where needed. The service arranges a variety of activities to support people's well-being.

The service has systems in place to keep people safe. The correct rules are adhered to when hiring care staff, ensuing all checks are carried out before anyone starts work. Risks to both people and care staff are appropriately managed using risk assessments. The service is secure. People are provided with information about the service through a service user guide, which is also available in an easy-read accessible format. This includes information on how to raise concerns and make a complaint to the Local Authority if needed. Families say they feel confident the service is safe and could visit the service whenever they need to.

People live in an environment which supports their needs. Bedrooms are comfortable and personalised, with sufficient spacious communal areas, access to a well-suited outdoor area, and equipment available to aid people with their mobility where needed. The service is pleasant, clean and well-maintained.



Care & Support

Good

People receive good quality care and support at Tegfan Resource Centre. People and their families are very positive about the service, telling us *“I can’t fault the staff. They look after me well”, “I love my room”, “staff are very caring and have a good manner – I can’t fault them”, and “they try and resolve issues as best they can”*. People appear well-settled in their environment, with interactions from care staff being calm, kind and respectful. We saw the mealtime experience was pleasant and relaxed. The service assesses people’s needs before they move in to work out if their needs can be met. Personal plans are clear, tailored to each person, and outcome focused. Risk assessments explain any identified issues and how to manage them. Plans are reviewed regularly. Care staff complete daily notes and monitoring charts. The service contacts health professionals promptly, with advice followed and forming part of the person’s plan.

People can be assured there are consistent processes in place to help keep people safe from harm. Care staff are clear on safeguarding procedures and their responsibilities, knowing how to spot potential issues and how to report them. They trust management will deal with any concerns properly. Records are kept of any incidents or accidents, with risk assessments helping care staff support people safely. People and families tell us they feel the service is safe. Deprivation of Liberty Safeguard (DoLS) applications are made where people lack mental capacity to make decisions about their care and accommodation. The measures taken to incorporate a DoLS authorisation into people’s plans are exemplary, detailing any conditions associated with an authorisation and what this means for the person.

Reliable systems are in place to manage medication. Medicines are stored in a locked medication room and administered according to the prescriber’s instructions. Records relating to medication are kept up to date. The service follows a medication policy, with monthly checks carried out to make sure supplies are correct. Care staff receive training on how to safely handle and administer medication. The service uses an innovative system of colour coding medication timings on medication records and boxes to reduce the likelihood of mistakes occurring.

Infection control is well managed, with steps in place to reduce risks. Care staff have access to protective equipment and use it consistently when needed, demonstrating good knowledge about infection prevention more generally. Cleaning routines are carried out by domestic staff. Good laundry management lowers the risk of spreading infection, with a member of staff allocated to undertake this daily. Clinical waste is disposed of correctly. The kitchen achieved a Food Hygiene Rating of 5, meaning ‘very good’.



Environment

Good

The environment at Tegfan Resource Centre is clean, secure, and suited to people's needs. The service is a two-storey facility situated in a residential area of Aberdare. It is split into two separate communities, both supporting people living with dementia. The service is well-presented, has good standards of cleanliness throughout, and is free from malodours. The environment is protected from unauthorised access, with all visitors required to sign in and out upon arrival and departure. Accessibility between floors is supported by a lift, enabling safe movement for people who are unable to use stairs. Bedrooms are comfortable, personalised to how people want them, and have ensuite toilet facilities. There are several spacious lounge areas throughout, providing people with comfortable areas to relax or meet with visiting friends and family. Sufficient toilet and bathing facilities are in place, with appropriate mobility aids when needed. Dining areas offer a pleasant space for meals. An excellent patio garden is available for people to use at their leisure – this is a very well-presented space with lots of seating and cover, is secure, and can be accessed freely by people throughout the day. The environment meets the required safety standards. Hazardous substances are stored securely. All bedrooms and bathrooms are fitted with window restrictors. Fire exits are unobstructed and free from clutter. Maintenance is managed by the Local Authority's Corporate Estates team, with a dedicated maintenance staff member employed at the service. Records confirm utilities are subject to routine testing and maintenance. Equipment servicing and auditing are up to date, and fire safety procedures are actively maintained. Personal emergency evacuation plans are readily available, enabling staff to respond to the level of support people need during an emergency.



Leadership & Management

Good

The service is very well led, with effective governance and oversight practices supporting its running. Auditing and quality assurance systems are in place to help monitor service performance and identify areas where there may be issues. Policies and procedures are in place outlining care staff roles and expectations for service delivery. Care staff understand their roles with delegation of tasks clear, and deployment of staff appearing effective. The Responsible Individual (RI) fulfils their statutory responsibilities by conducting quarterly visits to consult with both people and care staff. They complete quality of care reviews every six months, identifying actions to support the development of the service. Issues are dealt with promptly and diligently by the service. A whistleblowing policy is in place, with care staff feeling assured in raising concerns when necessary. The service is transparent and open, making the required notifications to Care Inspectorate Wales and other organisations as required, such as the Local Authority Safeguarding Team. Care staff enjoy working at the service, telling us *“it’s lovely here – the staff are lovely, and residents are great”*, *“the manager takes issues seriously and I can have a chat if needed”*, *“the managers are good role models”*, and *“it’s a nice home”*.

Care staff are qualified and trained to meet a broad range of care needs. Training records show ongoing training for care staff in essential areas of care, with additional training for more specialist needs when needed. Staff demonstrate a good understanding of important areas of care and told us they feel well-trained and supported. This enables them to work confidently and safely. Recruitment processes are safe and comply with regulations, with staff files containing required documentation such as employer references, Disclosure and Barring Service (DBS) clearance, and identification documents. All care staff are registered with Social Care Wales. Newly appointed care staff undertake a structured induction and probation period to ensure suitability for the role. Regular staff supervision and yearly appraisals provide ongoing support for professional development and performance management. The staff team is stable and well-established, with several vacancies out for advert. Staffing levels are worked out based on people’s level of need and numbers of people living at the service. The rota showed target staffing levels are being met and reflected staffing on the day of the inspection.

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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