



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Clwyd Wen



Pontyclun, CF72 8JQ



01443 238592

Date(s) of inspection visit(s):

21/05/2025

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:	4
Main language(s):	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:

Clywd Wen is a respite service for people with a learning disability and associated needs, located within the village of Miskin, near Pontyclun.

People who stay at Clwyd Wen experience good well-being outcomes. They are supported to maintain their health and well-being and are treated with dignity and respect by care staff. Systems are in place to ensure people's safety within an environment tailored to their needs. The quality of care and support is good, with families expressing very positive feedback about the service. Personal plans give clear and detailed guidance to staff, helping to ensure effective care. Reliable systems are in place for medication management, infection control, and the protection of people. The physical environment is good, being well-maintained, safe, and meeting the needs of people who stay there. Leadership and management is good, with care staff feeling valued and engaged in their roles and very happy working at the service. Care staff are properly trained, recruitment

processes are effective, and governance and oversight systems support the operation of the service.

Findings:



Well-being

Good

People benefit from a service that helps keep them safe and healthy when they stay there. They are treated with dignity and respect, and families provide extremely positive feedback about the service. People and their families are actively involved in decisions about care and support, with preferences and wishes forming the basis of care and support. Personal plans are tailored to individual needs, outlining choices and ensuring safety. When people experience difficulties with communication and decision-making, the service collaborates with families and professionals to make decisions in people's best interests. Strong relationships and open communication with relatives ensure they are kept informed and feel comfortable reaching out to the service whenever needed during a respite stay.

People are supported to maintain their health and well-being during their stays. Support needs are reviewed before each stay, and personal plans are updated as necessary. The service works closely with health and social care professionals, following their advice and including this in personal plans for care staff to follow. Medication is administered as prescribed. Infection control measures are adhered to. Dietary needs are met, with healthy choices encouraged.

Systems are in place to ensure people's safety. Staff recruitment adheres to regulatory requirements, with all necessary checks completed before employment begins. Risks to both people and care staff are identified and managed through clear protocols. Information on raising concerns is readily available, and a written guide outlines what the service offers and the process for lodging complaints with the Local Authority if needed. Families report they feel assured the service is safe.

Clwyd Wen provides a comfortable and supportive environment, with an adapted two-storey bungalow designed to meet a diverse range of needs. Specialist equipment supports people's mobility. Rooms are spacious and welcoming, and the service has access to specially adapted transport, enabling people to enjoy local amenities and facilities.



Care & Support

Good

People receive good quality care during their stay at Clwyd Wen. Families express appreciation for the service, telling us *“they do everything for them – take them out, make sure they can go to day centre. Not one negative thing to say”, “I can’t fault them – they’re great with them and they love going”, “it’s a marvellous service”, “they’re always very obliging – I’m very happy”, and “they enjoy it there”*. Care staff are kind and compassionate in their interactions with people. The service conducts a thorough assessment before a person’s first stay, collaborating with families and specialist learning disability professionals, using a range of information to ensure compatibility and safety. Personal plans are detailed and individualised, helping care staff provide effective, person-centred support. Risk assessments ensure safe care practices, and care files incorporate guidance from professionals such as learning disability nurses and speech and language therapists. Plans are reviewed before each stay and updated as needed. Contact sheets document key details of each person’s stay, with this information shared with their families afterward. Personal spending records reflect how people are supported in managing their money safely. Nutritional needs are well understood and catered for, with healthy choices encouraged.

The service has appropriate systems to protect people from harm. Care staff understand safeguarding protocols, knowing how to recognise potential concerns and how to report them confidently. They trust any reported issues will be handled appropriately by management. Incidents and accidents are recorded, and detailed risk assessments support safe care while allowing people to take positive risks. Families express confidence in the safety of the service.

Systems are in place to store and manage medication and ensure it is administered safely. Medicines are kept locked in the staff room and dispensed according to the prescribers’ instructions. Medication records are accurate. The service follows a medication policy, with regular audits ensuring correct stock levels. Care staff receive training in medication management.

Infection control is managed effectively, with measures in place to minimise risks. Staff have access to and consistently use personal protective equipment when needed. An infection control policy provides guidance for managing outbreaks and ensuring safety. Cleaning routines are followed and maintained by care staff. Laundry processes reduce infection risks. Clinical waste is disposed of appropriately.



Environment

Good

Clwyd Wen provides a clean, safe, and well-suited environment for people's needs. The service is a two-story adapted bungalow in the village of Miskin. It can accommodate up to four people with a learning disability and associated needs. The building is secure, with a visitor sign-in and sign-out process in place for safety. Bedrooms are spacious and comfortable, with ample toilet and bathing facilities to meet everyone's needs. One of the bedrooms includes specialist tracking hoist equipment and an adjoining bathroom to enhance accessibility. The lounge areas offer a warm, homely atmosphere, and modern kitchen facilities enable people to participate in food preparation if they wish. A large, attractive garden is secure and has an accessible patio area. Safety measures are managed effectively. Hazardous substances are securely stored, and fire exits are unobstructed. Window restrictors are installed in all bedrooms and bathrooms. Maintenance is overseen by the Local Authority's Corporate Estates team, with records confirming routine utilities testing. Equipment servicing and auditing are up to date, fire safety tests and drills are regularly completed, and personal evacuation plans are readily accessible in case of emergency.



Leadership & Management

Good

The service has good governance and oversight arrangements in place to support its daily operations. The Responsible Individual (RI) fulfils their oversight duties by visiting every three months to engage with people and staff and conducting quality of care reviews every six months. Audits and quality assurance processes are in place to monitor performance and identify areas for improvement. Policies and procedures provide guidance to staff on their responsibilities and service delivery. A whistleblowing policy is in place, with staff feeling confident in raising concerns if needed. Communication within the service is open and transparent, with all necessary notifications submitted to Care Inspectorate Wales and relevant updates shared with partner organisations. Care staff tell us they feel the service is well-managed and well run, and *“it’s lovely – we’ve got a good team and manager”, “there’s good morale here”, and “the manager has always got time for you, and you can trust them with any issues”*.

People receive support from skilled and qualified staff trained to meet their care needs. Training records confirm care staff receive ongoing training in core areas, with additional training provided for specialist health conditions such as positive behaviour management and epilepsy awareness. Staff understand their roles and are well-versed in areas such as safeguarding and medication management, ensuring they can perform their duties safely and effectively. Recruitment practices are thorough, with staff files including information such as proof of identity, references, and Disclosure and Barring Service (DBS) checks. Care staff are registered with Social Care Wales, with new employees completing an induction and probation period to ensure they meet expectations. Ongoing supervision supports staff development and performance. Staffing levels are determined based on the number of people staying and their individual needs, adjusted as required to align with respite bookings. Staffing vacancies across the Local Authority’s respite services have affected people’s ability to book stays, but the RI has provided explanations for this and offered assurances regarding ongoing efforts to address the issue. The care team at the service is soon to be fully staffed.

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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