Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Windsor Street

Aberdare

01685884555

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Date(s) of inspection visit(s): 23/07/2025, 25/07/2025

Service Information:

Operated by:	Planned Support Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

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

Summary:

Windsor Street is located near the town of Aberdare, offering convenient access to local amenities. The service provides accommodation for up to four people, each in their own self-contained flat. The environment is well-suited to meet the needs of the people living there. The service is clean, comfortable, and well-maintained. The provider carries out regular maintenance and repairs, ensuring the environment remains safe and in good condition.

People receive care and support that is person-centred and delivered in a dignified and respectful manner. Care staff demonstrate a clear understanding of individuals' needs, preferences, and daily routines, which contributes to consistent and effective support. There is a stable team of care staff who are familiar with the people they support, promoting continuity of care and building trusting relationships.
Care staff report feeling well-supported in their roles and express satisfaction working at the

service. Care staff receive training to meet the needs of the individuals they support; however, improvement is required in this area. The service is effectively managed, with systems in place to ensure the management team maintains oversight of service delivery.

Findings:

Well-being — Good

People live in accommodation that meets their needs. Flats are personalised, reflecting individual preferences and promoting a sense of comfort and belonging. Facilities are maintained to support people's well-being, and outdoor spaces are accessible and safe, offering opportunities for fresh air and recreation.

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 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.

People are treated with dignity and respect. During the inspection, we observed care staff engaging with individuals in a friendly and caring manner, attentively observing their behaviour and responding appropriately. Care staff appear to know the people they support well and are familiar with their daily routines. People told us they have positive relationships with care staff, describing them as *"nice"* and *"kind."*

People are offered daily choices that support their independence and well-being. People are supported to make decisions about what they eat and where they spend their time. People have access to a wide range of meaningful activities they enjoy. On the day of our inspection, we saw one person being supported to visit a local café. People are also provided with regular opportunities to maintain relationships with family and friends and to access the wider community, supporting their social and emotional well-being.

Care & Support — Good

People receive a good standard of care and support at the service. Personal plans clearly outline each person's care and support needs, as well as any associated risks to their health and safety. We found personal plans are reviewed regularly to ensure they remain relevant to people's evolving needs. However, reviews are not always conducted with people and/or representatives. We discussed this with the provider who assured us they would address the matter. Staff turnover at the service is low, which contributes to a high level of continuity in care provision. Care staff demonstrate a strong understanding of the people they support, including their preferences, routines, and specific needs. During the inspection, we observed positive and respectful interactions between care staff and people using the service. Feedback from people and their relatives was positive. One person told us, *"The staff are good as gold,"* while another commented, *"The staff are kind to me."* A relative also shared, *"The staff are very helpful; they are clearly very good at their jobs."*

People's liberty is protected in line with relevant legislation. Where individuals lack the mental capacity to make decisions about their care arrangements, appropriate Deprivation of Liberty Safeguards (DoLS) authorisations are in place. Care staff receive training in both the Mental Capacity Act and DoLS, ensuring they understand their responsibilities in supporting people's rights.

People are supported effectively with their health needs. Health needs are documented within personal plans, and care staff demonstrate a good understanding of these needs. Staff can recognise changes in individuals' presentation and respond appropriately by seeking advice or support from relevant healthcare professionals. All healthcare appointments are recorded, and medical correspondence is securely stored on file. Support is available for people with medication needs. We observed medication is securely stored and administered in accordance with prescriber recommendations. A medication policy is in place, and care staff receive appropriate training in medication management. Medication audits are conducted; and there are systems in place to ensure any medication errors are suitably addressed.

Care staff are trained to understand and implement safe practices to prevent infection. Infection control training forms part of the service's core training provision, ensuring staff are equipped with the knowledge and skills to maintain a hygienic and safe environment. An infection control policy is in place, which promotes consistent and safe practice across the service. During the inspection, we observed care staff using appropriate personal protective equipment (PPE) when supporting individuals with their personal care needs, in line with current guidance.

Environment

Good

Windsor Street is located near the town of Aberdare and offers four self-contained flats, each with its own living space, kitchen, bedroom, and bathroom. People can personalise their flats and have access to individual garden areas. They are encouraged and supported to maintain their environment through household tasks.

The service is generally safe and well-maintained, with regular checks conducted on utilities and fire safety features. While some fire safety servicing is currently overdue, management is aware of the issue and is committed to resolving it. A current fire risk assessment is in place, and all residents have Personal Emergency Evacuation Plans (PEEPs). Staff also carry out regular fire drills to reinforce safety procedures.

A visual inspection of the premises identified no obvious hazards. Window restrictors are fitted to windows on upper floors to prevent accidents, and access to restricted areas is appropriately controlled through locked doors. There appears to be adequate storage space throughout the service, and substances hazardous to health are stored securely in accordance with safety regulations.

All visitors to the service are required to sign the visitors' book upon arrival. Professional identification is verified to ensure appropriate access. Sensitive information, including care documentation, is securely stored, ensuring individuals’ privacy and confidentiality are always maintained.

Leadership & Management Requires Improvement

The manager oversees the day-to-day running of the home and is supported by a deputy manager. Governance arrangements are in place to help monitor service provision. The Responsible Individual (RI) visits the home regularly and engages with both people using the service and care staff. Quality of care reviews are undertaken to evaluate the service's performance and identify areas for improvement. However, we found some reviews had not been completed within the required timescales. This was discussed with the provider, who assured us the matter would be addressed. The service provider has appropriate policies and procedures in place promoting safe and effective practice. Care staff are aware of how to access these documents when needed, supporting consistent and informed care delivery. Policies and procedures are reviewed regularly to ensure they remain current and relevant to the service.

The service provider has robust recruitment and vetting procedures in place to ensure staff are suitably qualified and trustworthy. Personnel files examined during the inspection evidenced all required pre-employment checks are completed. These include references from previous employers, employment history verification, and Disclosure and Barring Service (DBS) checks. New staff members complete a structured induction programme designed to help them understand their roles and the specific care and support needs of the people they will be supporting. All care staff are registered with Social Care Wales, the workforce regulator, in line with regulatory requirements.

People are cared for by care staff who are well supported in their roles. Records relating to supervision and appraisal confirm care staff receive the recommended levels of formal support. Care staff we spoke with told us they enjoy working at the service and feel supported in their roles. One staff member said, *"I get supervision every three months and just had an appraisal; the manager is approachable and supportive."* Another commented, *"I love working here; the manager is very accommodating."*

Training is provided to care staff working at the service. Records reviewed during the inspection show care staff are mostly up to date with the service's core training requirements. However, we identified training related to managing behaviours that challenge is not currently available for care staff to access. This was discussed with the provider, and we highlighted it as an area for improvement. We will review this at our next 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.

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
We did not identify any impact on people using the service due to a breach of this regulation. However, it is important staff are suitably trained so they can provide the best possible care and support.	23/07/25

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

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