



# Inspection Report on

**Fairfield House**

**Cardiff**

## **Date Inspection Completed**

10/01/2025

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## About Fairfield House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Perthyn
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	07 December 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive good quality care from care staff who know them well and understand their needs. Good staffing levels at the service ensure people do not wait for their care and attend social activities within the community. Personal plans of care clearly guide care staff on how to provide care for people in line with their wishes and these are supported by risk assessments, where required. All documents are reviewed regularly to ensure accuracy. Policies and procedures are in place to support the provision of the service and people are given detailed information about the service. Care staff are happy working at Fairfield House and feel well supported and valued. Recruitment processes are safe as pre-employment checks are completed correctly. Quality assurance monitoring takes place regularly and the Responsible Individual (RI) visits the service in line with regulatory requirements. Since the last inspection, there have been significant improvements to the environment. The home is now warm, welcoming, and decorated nicely throughout. Repairs are completed in a timely manner and the first-floor bathroom has been replaced. People have their own bedrooms which are warm, clean, and spacious and offer opportunity for personal space and privacy.

## Well-being

People are treated with dignity and respect. Care staff understand the needs of the people they care for and engage with them showing patience and compassion. Care staff have the skills and knowledge needed to support people correctly and feel valued working at the service. People appear well cared for and happy and look to care staff for comfort and support when they need it. Personal plans of care include detailed information about people's needs and how they should be met and evidence that people attend medical appointments without delay. Documents are kept under review and current. There is a communication book in place to advise care staff of any changes they may need to know. People live in a pleasant environment that meets their needs and keeps them safe. There are policies and procedures in place which are reviewed and updated regularly. The RI visits the service regularly and engages with people using the service to capture their experiences.

People can be assured they have choice and control as far as practically possible. Personal plans of care include people's views and preferences and highlight what people can do as well as what they need support with. People choose what activities to attend and how to spend their time and always have care staff available to support them within the home and community. People are given information about the service and their views about the service are sought as part of house meetings and quality assurance monitoring. Care staff encourage people to be as independent as they can be and to do tasks for themselves, where possible. Care staff are always available to provide reassurance and encouragement. People have choices of meals and drinks and options of where and when they eat their meals. People have their own bedrooms and are encouraged to personalise their rooms to make them as homely and comfortable as possible.

People are protected from abuse and harm. Fairfield House has a robust safeguarding policy in place and all care staff attend training on safeguarding adults at risk of abuse. The manager understands safeguarding legislation and how to refer to the Local Authority when required. People have access to a complaints policy and independent advocacy should they need this support. Care staff are safely recruited as pre-employment checks are completed and Disclosure and Barring Service (DBS) certificates are renewed regularly. The building is well maintained with hazards reduced and repairs completed. Fire safety is taken seriously and servicing of utilities and equipment is completed lawfully.

## Care and Support

People get the right care at the right time. Personal plans of care contain robust, detailed information that clearly guides care staff on how to care for people correctly. There are risk assessments in place and further guidance available to care staff for people with more complex needs. All documents are reviewed regularly to ensure they remain accurate and up to date. We saw evidence that people attend appointments with external health and social care staff when required and any advice or guidance is added into personal plans and followed correctly. Care staff engage with people positively and treat people with kindness and respect and have a good understanding of their needs. Care staff are able to anticipate the needs of people who cannot communicate their needs themselves.

Medication processes at Fairfield House are safe and robust. Medication is stored securely and administered correctly by care staff who are deemed competent to do so. There are Medication Administration Record (MAR) charts in place which are completed correctly when medication is administered. We reminded the provider to ensure that all MAR charts contain an up-to-date photo of the person receiving the medication.

People are supported to have autonomy over their own lives. People living at Fairfield House are treated as individuals and encouraged to be as independent as they can be. People's preferences, likes and dislikes are evident within personal plans and, where possible, people are included in assessment and reviews of their needs. People have their own personal daily routines and spend their time how they choose. Care staff levels are determined according to people's needs and the activities they need to attend within the community at any given day or time. People have personal activity plans in place and attend activities of their choice. Some people plan activities in advance while others choose what to do on the day. Visitors to the service are encouraged and people are also supported to visit family and friends to maintain these relationships. Fairfield House has a weekly food menu in place which is prepared by the people living in the home. People have a choice of meals, snacks and drinks and can choose the option off the menu or something else if they prefer. Some people like to prepare and eat meals communally while others choose to just cook for themselves and eat alone.

## Environment

People live in a suitable environment. Fairfield House is a large, detached building located in a suburb of Cardiff, near local amenities and good transport links. The home benefits from ample communal space including two large lounges, a sensory/quiet room, and a conservatory. This ensures people can spend time communally and have space for privacy when required. There is safe outdoor garden space with good quality furniture to encourage people to spend time outdoors comfortably. Since the last inspection, significant improvements have been made to the environment and all work has been completed to a high standard. The home is now nicely decorated throughout and has a warm, welcoming, and homely feel that makes people feel valued. All required repairs have been completed and the maintenance team now have good oversight of the service. There are ample bathrooms and toilets throughout the service, all clean and in good working order. The first-floor bathroom has been totally renovated and a quality bathroom suite fitted. We saw evidence of good cleaning regimes at the service and we did not smell any malodour during inspection. People have their own personal bedrooms and are encouraged to personalise and take pride in their space.

People can be assured they live in a safe environment. On arrival at the home, we found the main entrance secure. Our identification was checked and we were asked to sign the visitors book before being permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We conducted a tour of the building and found it in a good state of repair with all hazards reduced as far as possible. Window restrictors are in place and harmful chemicals are locked away safely. There is a fire risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which guides care staff on how to evacuate them in an emergency. Fire alarms are tested weekly and fire drills take place every six months. Safety checks of the building take place regularly and gas and electricity supplies are tested in line with legal requirements. We were told that the organisation's health and safety team visit the service regularly to ensure the safety of the service and monitor any work that needs to be completed.

## Leadership and Management

People benefit from the leadership and management in place. Fairfield House has an RI with good oversight of the service and a qualified, experienced manager who is registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the smooth operation of the service and to guide care staff of what is expected of them. People are given detailed information about the service which includes details of how to complain if they are not happy. There have been no complaints to the service since the last inspection. The RI visits the service in line with regulatory requirements and produces reports on their findings. Quality assurance monitoring takes place regularly and seeks the views of people using and working at the service. Quality assurance monitoring indicates that the provider is committed to providing a quality service and making improvements when necessary. The manager understands the legal requirements of caring for vulnerable people and consults with the Local Authority safeguarding team when required.

People are supported by care staff who are highly trained and well supported. Care staff attend training appropriate to the roles they undertake and undertake refresher training. The provider is committed to identifying and providing new training to ensure care staff have the most robust knowledge to support people in the best way. Care staff receive formal supervision in line with regulatory requirements and are free to speak to the manager anytime in between. Supervision is important as it is an opportunity for care staff to discuss any development needs or practice issues in a formal setting that is recorded. Care staff are happy working at the service and feel well supported by the manager. One staff member said, *"it's a great place to work, I am really happy here"*. We examined a selection of care staff personnel files and found that they contain the required information including identification checks and full employment history. Pre-employment checks including DBS certificates and references are obtained prior to care staff's employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people. Where required, all care staff working at the service are registered with Social Care Wales.

Summary of Non-Compliance	
Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



	inspection	
44	The provider has failed to decorate the home and maintain the building to an acceptable standard. Improvements are required to ensure that people live in a suitable and safe environment that makes them feel valued.	Achieved

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