



## Crosfield House



Crosfield House, Dark Lane, Rhayader, LD6 5DB



01597810901



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Date(s) of inspection visit(s): 23/07/2025, 24/07/2025

## Service Information:

|  |   |
|--|---|
| Operated by:                             | Crosfield House Ltd   |
| Care Type:                               | Care Home Service<br>Adults With Nursing  |
| Provision for:                           | Care home for adults - with nursing, Care home for adults - with personal care, Provision for mental health                           |
| Registered places:                       | 64  |
| 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

**Excellent**



Care & Support

**Excellent**



Environment

**Good**



Leadership & Management

**Excellent**

## Summary:

Crosfield House is a residential care home for adults, located within level walking distance of Rhayader town centre. The service is registered to provide nursing care and predominantly provides care, support and accommodation to older people.

People experience excellent wellbeing outcomes because the exemplary support people receive supports them to live well and maintain and improve upon their physical and mental health.

The care and support people receive is excellent because care workers know people well and have highly detailed, comprehensive and up to date care plans. The provider excels at consistently empowering people to identify and achieve wellbeing outcomes that may not have been previously considered.

People live in a good environment and benefit from a warm, comfortable, welcoming home, which

meets their needs. The provider undertakes regular maintenance and repairs, and ensures the environment is safe.

Leadership and management is excellent because leaders in the service ensure there is a very strong positive culture. Care workers are safely recruited, and training and development is actively encouraged and prioritised.

## Findings:



### Well-being

**Excellent**

People living at Crosfield House are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. A representative of a person using the service told us about the quality of care, *“I think it’s about the best you can get.”*

People have as much control as possible over their day to-day lives and are actively involved in decisions affecting them, ensuring their voices are respected and acted upon. People are offered choices in daily activities and have opportunities to reach their potential. People engage in activities that are meaningful to them, such as choosing meals, engaging in hobbies and accessing facilities in the community. This shows people’s interests, culture, life experiences, identity, spirituality, and relationships are recognised, valued and respected by leaders and care workers.

People are effectively supported to make informed choices by care workers and the management team, who listen attentively and provide clear information. This strong approach helps people to take charge of their lives with confidence and assurance.

People’s right to take informed personal risks is promoted by the positive culture in the service. People are encouraged to take positive risks, weighing benefits and drawbacks, this is reflected in people’s personal plans. People's well-being and safety is prioritised by identifying and managing potential risks.

This service is making a significant effort to promote the use of the Welsh language and culture and is working towards being a bilingual service.

Highly effective support means people live well and achieve self-directed outcomes. People maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from care workers. People have positive experiences of living in Crosfield House, improving their quality of life and helping them achieve their well-being outcomes.

People are safeguarded from abuse and neglect. They are provided with a secure environment where they feel safe. There are strong support systems to ensure any risks are promptly identified and addressed.

People are supported to maintain relationships with family, friends and important people in their lives. Visitors are encouraged and care workers understand the importance of relationships in people’s lives. A representative of one of the people using the service told us about the staff, *“The*

*staff are charming, they're wonderful."*



People experience very high-quality care and support because the senior staff conduct meticulous assessments of whether the service can meet their needs. People's compatibility with those already living at Crosfield House is important and given thorough consideration before they are offered a service. The senior staff gather detailed information from other professionals already involved in people's care, to inform their decision on whether they can provide a service. They place exceptionally high value on their initial conversations with people to build very strong relationships with them. The service has a culture of seeking innovative ways to meet people's needs and to support them to achieve their outcomes.

Plans for care and support are co-produced between people using the service, their representatives, relevant professionals and the service provider. People's personal plans are strengths based and outline how staff should support people to achieve their well-being outcomes. People's plans consistently include their preferences, routines and beliefs. People and relevant representatives are encouraged to contribute to the regular review of personal plans and plans are updated as changes to needs or preferences occur.

Care workers apply the latest in evidence-based practice to seek ways to improve care, treatment and support. People are empowered to identify and achieve sustainable new health and wellbeing outcomes that may not have been previously considered.

Care workers regularly review support approaches in collaboration with people and relevant professionals. Care is delivered in a way which promotes the development of routine and structures for people, in line with their needs and preferences.

The service provider understands how strong, established links with health and social care services contributes to people experiencing excellent outcomes. For people with complex or continuing health needs, the service seeks to improve care, treatment, and support by identifying and applying the latest in evidence-based practice.

People are kept safe by a robust approach to safeguarding. People feel secure, knowing staff understand and act in accordance with their safeguarding responsibilities.

People receive their medication as prescribed and in accordance with the service provider's medication policy. Medication management systems are safe, medication records are complete, storage arrangements are robust and the overall administration of medication is effective.



## Environment

**Good**

People personalise their rooms with their own furniture, belongings and pictures. People's rooms reflect the things and people that are important to them. There is a large lounge and dining area downstairs and multiple, smaller communal spaces upstairs, giving people space to interact with each other, their visitors and staff. A smaller "Cwtch Café" area provides an additional intimate space for residents to spend time with visitors. There is a good state of repair throughout both the home and gardens. Corridors are free of clutter. There is evidence of redecoration and refurbishment inside the building and systems are in place to address issues with decoration or equipment as they arise.

Communal bathrooms and toilets are clean, equipped to meet the needs of people using the service and well maintained. We saw bilingual signage on bathroom and communal room doors, as well as in corridors to support people to navigate the environment.

There is an accessible and secure outside space for the residents use and an additional larger outside area. The larger garden has a summer house and is used for community events and fetes.

People are supported in a safe environment. The service provider ensures environmental risks to people's health and safety are actively identified and managed. Personal Emergency Evacuation Plans (PEEP's) are in place, describing how people will be evacuated in the event of an emergency or a fire.

Systems are in place for regular maintenance and the upkeep of facilities ensures the safety and well-being of people using the service.

Fire safety checks are undertaken in line with national guidance. We saw up to date safety certification is in place for utilities, equipment and fire safety.



People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful.

There are effective quality monitoring systems, including audits of care and support provided. Leaders regularly visit the service and encourage feedback from people and staff. Feedback is used to support evaluating care quality. This information is used to drive continuous improvements in the service.

The manager and care workers know the people who use the service well and people are comfortable and relaxed in their company. Staff have confidence in the service manager, we were told, *"She's done amazing within this one year. It's a very different setting."* Care workers have trust in each other and feel well supported. A member of staff told us, *"We work well as a team always."* A representative of a person using the service told us about the staff team, *"They always find a solution to your problem."*

Staff training and development is prioritised by the provider. The training provided to care workers is extensive and a key part of providing an innovative service, with the person at the centre. Care workers feel very well-trained and supported, enabling them to provide effective and safe care. Care workers have a positive attitude to professional development and training compliance is very high. A member of staff told us, *"I feel confident with the training. We update the training a lot."* Care workers told us they receive regular supervision and are positive about the support received during supervision.

The provider's policies and procedures are appropriate and proportionate to the needs of people supported by the service and they are understood and implemented by staff. Policies and procedures are reviewed regularly to ensure they align with current legislation and national guidance.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support.

The service provider has strict selection and vetting processes for hiring staff, to ensure all staff are qualified and trustworthy. Staff undergo routine and regular checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies.

## 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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