



## Aberpennar



Aberpennar Court Care Home, Windsor Road, Mountain Ash, CF45 3BH



01443477677



<https://www.hc-one.co.uk>

Date(s) of inspection visit(s): 10/07/2025, 18/07/2025

## Service Information:

Operated by:	HC One Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	47
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

**Excellent**



Care & Support

**Good**



Environment

**Good**



Leadership & Management

**Good**

## Summary:

Aberpennar provides care and support for up to forty-seven people, some of whom have nursing needs. It is a purpose-built home situated in a small community, close to local amenities.

People's wellbeing outcomes at Aberpennar are excellent. This is because the wellbeing coordinators facilitate and engage people in a variety of activities, which give them purpose and make them feel valued. Extensive knowledge of people's likes and dislikes, and their history prior to living in the service means many of these activities are highly personalised and meaningful.

The care and support people receive at Aberpennar is good. Care documentation is stored electronically and contains all the required information and risk assessments for care staff to be able to provide the right care at the right time, in the way people choose. People, and their relatives/representatives, are consulted with about their care when possible.

The environment at Aberpennar is good. There is a suitable size and variety of communal and personal space, and a well-used, accessible garden. Maintenance and safety of the home is monitored and any issues are responded to.

People benefit from good leadership and management of the service. Care staff are suitably trained and supported and are competent in their roles. There is robust oversight of the quality of care being provided, and action plans for improvements are implemented quickly.

## Findings:



### Well-being

**Excellent**

People are treated with dignity and respect. During our inspection visit, we saw people interacting with care staff in a warm and friendly way. Visitors are made welcome, and wellbeing co-ordinators create opportunities for relatives and friends to be involved and share experiences with their loved ones.

Where they are able, people plan, co-produce, and take the lead in diverse activities of their choice, with superb support from staff. These well-designed programs of activities support and encourage engagement, significantly enhancing people's sense of well-being. People have enriching experiences delivered in new or creative ways. The wellbeing co-ordinators and care staff at Aberpennar have exceptional knowledge about most people living there, including their social history, likes and dislikes. This knowledge is used to create individualised, meaningful activities and projects which people love to participate in, making them feel valued and purposeful. Things people make, and have done, are displayed and used in the service. Group activities are organised with sister services so people can expand their social networks and access resources from the other services.

People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued, and their rights and dignity are consistently upheld. People are asked for their feedback on their experience of living in the service and the care they receive. There is a residents committee and a relatives committee, both of which discuss points on any matter from food to activities to the environment. Relatives are encouraged to get involved whenever they are able. This gives a feeling of working together, valuing people's contributions and responding to people in a positive way.



## Care & Support

Good

The provider gathers useful information from professionals and others already involved in people's care and support. They talk to people themselves about their needs and preferences where possible. This is included in people's care plans, which include all the necessary information for care staff to provide people with the right care at the right time. Risk assessments identify any areas where people could experience individual harm or harm others. The service uses an electronic care management system, so these care documents are easily accessible to care staff and they can input daily records as tasks are completed throughout the day. Reviews are completed regularly, and we discussed including informal conversations with relatives to the review documents, as these happen regularly and are a good source of feedback.

People are assisted and supported to attend and participate in health checks and activities related to health promotion. Part of wellbeing activities include a hydration information week and exercise classes. Care staff liaise with health professionals, such as GPs, specialist nurses and occupational therapists. Their guidance or action plans are incorporated into people's care plans. People are supported to attend health appointments. People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. Medication is consistently stored as required to ensure its efficacy and safety. Audits are completed to ensure consistency of practice and good standards are maintained.

Where allegations of abuse, neglect, or improper treatment are made, the service provider takes immediate action to ensure the safety of those receiving care and support, and makes appropriate referrals to relevant agencies, such as local authorities. Care staff are aware of their duty of care to raise any safeguarding concerns. The majority of staff are up to date with their safeguarding training and there is a policy in place at the service to underpin good practice.



## Environment

Good

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. The service is welcoming, light, and decorated in a homely way. The service provider ensures people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems, moving and handling equipment, and access to communication facilities. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility.

There is a well-used garden area, which is accessible and has furniture and decoration to make it a comfortable and enjoyable place to spend time. The garden is the setting for lots of wellbeing activities, such as growing vegetables and making bird feeders. There are plans to adapt the garden to make more of the space, as people enjoy being out there so much.

Regular servicing, maintenance and immediate repairs of facilities ensures the safety and well-being of people using the service. There is a full time maintenance worker, who completes repair and replace jobs as well as regular alarm and water tests, and decoration in the home. External contractors complete servicing and any required maintenance of facilities and utilities. A current fire risk assessment is in place, and people all have individual evacuation plans, which say at a glance what assistance they would need in an emergency.



## Leadership & Management

Good

There are effective quality monitoring systems including audits of care and support provided, visits to the service by leaders, and feedback from people, staff, and visiting professionals. This information is used to drive continuous improvements in the service. Feedback from people and staff is encouraged by the provider to support assessing care quality. There have been changes in manager since the last inspection, which has led to some inconsistencies for care staff, however the current manager has stabilised the team, with the support from the deputy. The Responsible Individual (RI) has good oversight of events in the home, and considers feedback from people living in the service, relatives and staff when monitoring the quality of the service. We saw management responded swiftly and effectively when an action plan had been set out following one visit, achieving notable progress.

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. There is an ongoing recruitment campaign for the service, particularly for nursing staff. At present, agency staff are block booked to cover vacant shifts with agency workers who are familiar with the service and the people who live there. The number of staff in each area of the service is determined by the level of need of the people in that area.

We sampled recruitment information for some staff and found appropriate identification and reference checks. Care and nursing staff undergo regular security checks to ensure they remain suitably fit to work in the service and are appropriately registered with the Nursing and Midwifery Council or Social Care Wales.

Care staff complete regular training, in both mandatory subjects and subjects specific to the needs of the people they support. There is a mixture of in person and e-learning training. Staff uptake of e-learning has improved and now most staff are up to date with all their required learning. Staff have regular one-to-one supervision sessions with their line manager at least quarterly, and an annual review to provide feedback and identify training needs.

## 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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