



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Fairfield House Care Home



Fairfield House Care Home, 66 Brithweunydd Road, Tonypandy, CF40 2UD



01443520336

The inspection visit took place on 09/12/2025

Service Information:

Operated by:	Fairfield House Care Home Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	19
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Fairfield House cares for and supports up to 19 people. The home is situated near the town of Tonypany, offering convenient access to local facilities.

People enjoy positive well-being outcomes. Staff support people with their health needs, and medication management systems operate effectively. People make daily choices and take part in a range of structured activities. Safeguarding arrangements work well, and people report feeling safe and valued.

Care and support standards are good. People express satisfaction with the care they receive. Care staff understand people's needs and preferences and deliver person-centred care. Personal plans reflect individual needs and undergo regular reviews with people and their representatives.

The environment promotes comfort and safety. It is secure, well maintained, and supports people's

well-being. Fire safety checks and drills are routine, hazardous items are stored securely, and people can personalise their rooms to their preference.

Leadership and management arrangements are good. Care staff receive regular supervision and training. Governance systems, including Responsible Individual (RI) visits and quality of care reviews, are in place. Staffing levels meet requirements, and feedback from care staff is positive.

Findings:



Well-being

Good

The service has robust systems in place to safeguard people from harm and abuse. Recruitment processes are thorough, ensuring all necessary pre-employment checks are completed before staff commence work. Care staff receive continuous professional development, including safeguarding training, equipping them with the skills required to provide safe and effective support. The service identifies potential risks and implements tailored plans to manage these appropriately. People are provided with clear guidance on how to raise concerns, including a written handbook containing practical information about the service and the procedure for making a complaint, should the need arise.

People consistently provide positive feedback about the service and the quality of care and support they receive. Care staff build strong, trusting relationships with people, fostering a sense of security and well-being. The service actively promotes positive interactions, recognising their importance in achieving good well-being outcomes. During our inspection, we observed numerous warm and respectful exchanges between staff and people. Feedback from people included comments such as: *“The staff are excellent,” “The staff are very nice,”* and *“The staff are all very good; I get on with all of them.”*

The service ensures people receive care and support to maintain their health and access appropriate care promptly. Details of each person’s health needs are recorded within their personal plans, which are reviewed regularly to reflect any changes. Care staff undertake medication training to ensure they are competent, and medicines are administered safely in accordance with prescribers’ instructions. Robust infection prevention and control measures are in place to minimise the risk of cross-contamination and safeguard people’s health and well-being.

People live in accommodation that promotes their well-being. The environment at Fairfield House is adapted to meet the needs of those who reside there. Bedrooms are comfortable and personalised and equipped with en-suite bathing facilities. There are ample communal spaces available for social interaction and relaxation. The home is clean, well-maintained, and subject to regular checks and servicing of utilities and equipment to ensure safety and compliance. Additionally, an ongoing maintenance programme is in place to maintain and enhance the quality of the environment.



Care & Support

Good

Fairfield House provides a good standard of care and support for the people who live there. Pre-placement assessments are completed before admission to ensure the service can meet each person's needs effectively. People are consulted about their preferences and requirements, promoting a person-centred approach from the outset. Following the initial assessment, a detailed personal plan is developed which sets out each person's care and support needs and identifies any associated health and safety risks. While these plans are generally robust, some require improvement to clearly define personal outcomes linked to the care and support provided. We discussed this with the provider, who confirmed they are implementing a digital care planning platform, and this issue will be addressed when the new system becomes operational. We saw evidence personal plans are created in collaboration with people and their representatives, ensuring their views are accurately reflected. Plans are reviewed regularly to remain current and responsive to any changes in people's needs.

People at Fairfield house receive effective support with their health needs. Health requirements are clearly documented within people's personal plans. Care staff demonstrate a good understanding of people's health needs and can identify changes in their presentation. When this happens care staff are prompt in seeking advice from relevant healthcare professionals. We saw medical correspondence is stored on file and any interventions or advice given by healthcare professionals is recorded in people's personal plans. We saw the service makes Deprivation of Liberty Safeguards (DoLS) applications where people lack the capacity to make informed decisions about their care and support arrangements. Care staff receive training around mental capacity to ensure they are aware of their legal responsibilities. Medication is managed safely in line with best practice. Medicines are securely stored and administered in accordance with prescriber instructions. There is a comprehensive medication policy aligned with best practice guidance and care staff receive medication training ensuring they are competent in medication management. Monthly medication audits are undertaken to maintain safe and effective practice and to identify and action any potential issues.

The service implements safe and effective infection prevention and control practices. Infection control training forms a core part of the service's training programme, and care staff follow a comprehensive policy that promotes best practice. Care staff have access to appropriate personal protective equipment (PPE) and use it correctly when providing care and support.



Environment

Good

People live in a clean, comfortable, and homely environment. The home is well maintained, with ongoing investment to ensure it remains a pleasant space that supports well-being. People have access to communal areas for socialising and activities, while their rooms are personalised with belongings to create a sense of home. Each bedroom includes en-suite bathing facilities, and additional communal bathrooms are equipped with specialist moving and handling equipment for those who require it. Lift access to the upper floor enables people with limited mobility to move freely throughout the home. The kitchen holds a Food Standards Agency rating of three, indicating satisfactory standards of hygiene and cleanliness. Domestic staff are at the service daily and follow structured cleaning schedules to maintain a clean and hygienic environment. Laundry facilities are appropriately designed for the size of the home and minimise the risk of cross-contamination.

The service carries out regular servicing, maintenance, and repairs to ensure the safety and well-being of people living in the home. A dedicated maintenance person oversees the general upkeep of the property, performing small-scale repairs, routine maintenance, and improvements. Accredited external contractors undertake scheduled servicing of utilities, including electricity and gas. Specialist equipment, such as hoists, is maintained in accordance with manufacturers' guidelines, and safety features such as window restrictors are fitted and checked regularly. A comprehensive fire risk assessment is in place, supported by routine fire safety checks conducted by the maintenance person and servicing by qualified professionals. Regular testing for legionella is completed, and water temperatures are monitored consistently. However, a formal legionella risk assessment is not currently in place. We discussed this with the provider, who assured us that this will be addressed promptly. The manager completes monthly environmental audits to ensure the home remains safe and that any issues are identified and resolved without delay.

The service maintains strong security measures to protect people. The premises are secured to prevent unauthorised access, and all visitors are required to announce their arrival and complete a monitored sign-in and sign-out process. Confidential information is stored securely and is accessible only to authorised personnel.



Leadership & Management

Good

The service has effective governance arrangements in place. The Responsible Individual (RI) conducts regular visits that include discussions with care staff and people, a review of the premises, and sampling of records. Quality of care reviews are completed in line with regulatory requirements and include analysis of safeguarding matters and progress on actions from previous reviews. These reviews also identify the service's strengths and areas for improvement. Audits are carried out across key areas such as health and safety, environmental standards, and medication management. These audits are designed to identify issues promptly and ensure timely corrective action. This structured approach supports efficient service delivery while promoting quality and continuous improvement.

The provider has comprehensive policies and procedures in place to promote safe and effective practice within the service. During our inspection, we reviewed a cross-section of policies, including Safeguarding, Medication, and Infection Control. We found these policies align with current statutory requirements and best practice guidance. They are subject to regular review and updated as necessary to ensure continued compliance and relevance.

People experience positive outcomes because the provider demonstrates a strong commitment to maintaining a skilled and knowledgeable workforce. During our inspection, we observed sufficient staffing levels, and care staff confirmed staffing arrangements are appropriate. Care staff receive training tailored to the needs of the people they support, and records show that mandatory training requirements are largely up to date. Care staff spoke positively about the training provided, with one noting, *"I've done lots of training recently. We do more face-to-face training than we used to, which is good."* Care staff reported feeling supported and valued in their roles, highlighting that they receive regular formal supervision. Records reviewed during the inspection confirm that supervision takes place consistently. We also noted that the service is working to ensure all staff receive an annual appraisal, which was identified as an area for improvement at the previous inspection.

The service operates a robust recruitment process to ensure staff are suitable to work with vulnerable people. All regulatory pre-employment checks are completed, including references from previous employers, verification of employment history, and Disclosure and Barring Service (DBS) checks. New staff undertake a structured induction designed to equip them with essential skills and an understanding of the organisation's values. Care staff we spoke to confirm the induction was beneficial and helped them settle into their roles. Records reviewed during the inspection verified that all care staff are registered with Social Care Wales, the workforce regulator.

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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