Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Springfield Care Home

Springfield House, Gwerthonor Road Gilfach, Bargoed, CF81 8JR

01443833600

www.mychoicehealthcare.co.uk

Date(s) of inspection visit(s): The inspection visit took place on 09/09/2025

Service Information:

Operated by:	My Choice Healthcare South Wales Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
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:

Springfield is a residential service supporting up to six people. It is located within the Rhymney Valley area of Gwent. It is set in a picturesque area whilst also being close to a range of local facilities. The service is able to support people with a variety of needs including autism spectrum disorder, complex needs including behaviours that challenge as well as people with physical or learning disabilities.

Springfield has been rated as excellent in the well-being theme because people are truly at the heart of the service. They are supported to work towards individual goals and care workers support people to participate in things they enjoy. Care and support is also rated as excellent because personal plans are strengths focussed, and care workers encourage people to complete things they are able to do and support when necessary. The environment theme is rated as good. This is because the service is suitable for people's needs and there are appropriate processes to maintain good health and safety within the service. Leadership and management is rated as excellent. There is outstanding oversight and governance of the service to ensure it runs smoothly and care workers feel valued and appreciated for their work.

Findings:

Well-being — Excellent

People have choice and control over their daily lives as much as they are able. This includes people choosing which care workers they wish to support them, as well as what activities they want to do each day. People are offered a variety of opportunities to visit the local area, and wider community visits are planned regularly. People are encouraged to share ideas of things they would like to do and care workers support people to facilitate this. During the inspection we saw care workers respect people's choices when offers of activities were declined or refused. Care workers support people with care and compassion, and we observed lots of warm interactions throughout the inspection. People are supported to work towards well-being goals. Progress towards these goals is reviewed regularly and when goals are met, people are supported to identify new goals to work towards. Care workers are afforded plenty of time to support people, and people's well-being and happiness is very important to all care workers.

People are kept safe from harm and abuse. There are robust policies and procedures in place in this service, care workers receive regular training and know how to use their training to ensure people's safety. People's physical health and well-being are supported. Referrals are made to external agencies to organise routine and urgent health care when needed.

People are supported to communicate in their own way and care workers support people with their individual communication needs. Care workers have taken time to learn different methods to support people's communication, for example learning braille. Care workers are highly skilled and adapt their approach to each person they support. People are empowered to communicate their feelings and wishes without being rushed by care workers. This creates a safe and empowering environment for people to freely express themselves.

People live in a homely environment which meets their needs. Families and visitors can visit at any time and are welcomed by the service. There are private spaces for people to meet with visitors if they wish. The service is working towards providing the Active Offer of the Welsh language. There is bi-lingual signage around the service and ideas from people to promote and learn Welsh are acted upon by the registered manager.

Care & Support — Excellent

People are supported by a dedicated and very high quality team of care workers and receive the care they require in a way that is meaningful to them. A thorough assessment is completed before people move into the service to ensure people's needs can be met. This pre-assessment leads to the development of bespoke personal plans. These plans are strengths focussed and identify people's abilities, and the things people can do independently or with minimal support. The level of detail and care taken to ensure personal plans are meaningful to each person is outstanding. Personal plans also set out how care workers can support people in areas they need assistance as well as people's preferences around how they receive care. People's routines and individuality are respected by care workers. People's history is captured in detail in their personal plans, this includes important milestones through their lives, important people, family and dates to remember as well as things to avoid and dislikes. There is a clear collaboration between people, their family members and external professionals in the creation and development of personal plans. Risk assessments are in place which identify possible risks to people within the service and in the community. These assessments set out what actions are taken to minimise risk to keep people safe while promoting people's independence. Personal plans and risk assessments are reviewed regularly to ensure they remain up to date and relevant for people's current needs. As part of the review process, a nominated key worker reports on the previous month. This includes considering people's well-being, activities, mood, physical and mental health and other observations.

There is a detailed medication policy, and robust procedures are in place to ensure safe medication administration. The medication storage is orderly and organised, with highly effective oversight and review by the registered manager. There are good procedures around infection prevention and control, and the service has plenty of supplies of personal protective equipment (PPE).

During the inspection we saw plenty of warm interactions between people and care workers. It is clear care workers know people well and work hard to support people to have enjoyable experiences every day. Families told us "*Staff are lovely*" and that their relatives have been well supported. A visiting professional told us "*There has been positive communication"* from care workers and the registered manager to support someone moving into the service.

Environment

Good

The service is spacious and welcoming and accessible for people at the service. Communal areas are homely and nicely decorated, with trinkets and photographs on display. There is a choice of communal spaces for people to access during the day including the lounge room, the kitchen and sunroom downstairs and there is a multipurpose activity room available upstairs. There is a lift which provides access upstairs, meaning all areas of the service are accessible to everyone. People's bedrooms are personalised and decorated in line with people's tastes and interests. This personalisation includes décor, bedding, accessories and furniture items. Bilingual signage is located around the service identifying all areas. There is a large notice board displaying available activities and games, which also includes photographs and bilingual descriptions to ensure accessibility for people at the service.

There is a large, safe garden with an outside patio area which has a large pergola to provide shade. Most of the garden space is lawned with mature trees and bushes around the perimeter. There are chairs and tables as well as outdoor decorations. The garden is private and undisturbed and wild rabbits and birds are often seen in the garden which people enjoy.

Appropriate safety checks are completed to ensure serviceable equipment is safely maintained. Regular health and safety checks are completed including regular audits by the registered manager. There is a robust cleaning schedule to maintain high standards of cleanliness. Appropriate fire safety precautions have been including a robust fire risk assessment and fire drills take place routinely. There are Personal Emergency Evacuation Plans (PEEP's) in place for all people at the service to ensure their safety in the event of a fire. These are reviewed routinely and updated as required.

The service has a Food Standards Agency rating of five (very good), so people can be assured there are appropriate food handling practices taking place within the service.

Leadership & Management — Excellent

There are robust processes in place to ensure safe recruitment. All care workers must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check. Care workers are supported to complete a robust induction to support them into their caring role. This includes completing mandatory training to ensure care workers have the required knowledge and skills to support people at the service. Refresher training is completed by all staff when required. All care workers are compliant with all training at the time of inspection.

There are good processes in place to ensure accidents and incidents are recorded and any required actions are taken. There have been no complaints received by the service since their last inspection; however, many compliments have been shared from family members and visiting professionals. These are celebrated and shared among the staff team. There are regular team meetings which share any service updates with care workers. They also provide the opportunity for care workers to share their views of the service to the registered manager. All care workers receive a regular supervision sessions with their manger. Supervision sessions follow a template to ensure consistency for all care workers and includes care worker welfare, training and targets as well as feedback from the manager. All care workers receive an annual appraisal. All care workers have completed or working towards completing formal qualifications and are all registered with Social Care Wales, the workforce regulator.

The Responsible Individual (RI) visits the service regularly to meet with people to hear their views and wishes. It is clear people at the service know the RI well and we observed the warm interactions between the RI and people during the inspection. The RI also completes a six monthly Quality of Care report. This report is very robust and outlines people's views and comments, as well as goals for the service manager to complete with target dates for expected completion. Care is delivered as set out in the Statement of Purpose, and an easy read Service User Guide sets is available for people to understand the standards of care they can expect to receive.

Care workers told us they are "*Very well supported."* And "*The company appreciate staff".* They also told us there were opportunities for career progression within the company and the registered manager was "*Open to suggestions*" of ways to improve the service. It is clear care workers are very passionate about supporting people at the service to live happy and as independent lives as possible.

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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