



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cwm Hyfryd



48 Severn Road, Pontllanfraith, Blackwood, NP12 2GA



01495227703

Date(s) of inspection visit(s):

25/04/2025, 11/04/2025, 14/04/2025,
14/04/2025

Service Information:

Operated by:	Achieve together Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	5
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

Excellent



Leadership & Management

Excellent

Summary:

Cwm Hyfryd is a bungalow located in Pontllanfraith, Blackwood, near Caerphilly, which provides 24-hour support for adults from the age of 18. The primary role of the staff at the home is to ensure the best quality of life for everyone by respecting, empowering, and encouraging people to live an independent, engaging, and autonomous life in a safe and homely environment.

Cwm Hyfryd has received a rating of excellent within the themes of well-being, environment, and leadership and management. There are evidence-based assessment and support planning tools in place to help people set and achieve ambitious personal outcomes which are meaningful to them. People's skills are maximised, and their autonomy is always promoted. These have been developed with people in innovative ways to enhance their well-being, personal identity, and sense of belonging. There is a strong leadership and management team in place who lead by example and drive continual improvement for the well-being and benefit of people. Highly efficient systems are in place, which allow thorough analysis of the quality of service provision for people. A rating of good has been awarded for the theme of care and support because people consistently receive a good quality of support in line with the assessments and care plans in place.

Findings:



Well-being

Excellent

People experience excellent well-being due to the high-quality support provided at the service which helps people maintain and improve their physical, mental, and emotional health. The service provider encourages the use of innovative practices and outcome focused support models to enable people to achieve positive personal wellbeing outcomes. We saw people are supported with compassion and empathy when adjustments to their plans or outcomes are necessary.

Support workers use peoples preferred communication methods to foster positive engagement and spend time developing meaningful relationships with people. There are many opportunities available to people for learning, social interaction, and personal growth. We saw many people are empowered to flourish, with ample opportunities available to pursue their interests, strengths, and skills. People engage in meaningful roles within the service which are recognised and valued by both care staff and peers.

People live healthily and safely with choice and control over their day to day lives. People are treated as individuals and are supported to understand their rights and entitlements as much as they are able. A positive approach to risk taking has led to people having more access to all areas of the service, which has further enhanced their opportunities for their personal development and sense of self.

Individuals are safeguarded from abuse and neglect. We were assured any issues identified with staff conduct are appropriately addressed to ensure people receive a consistently high level of care and support. Staff are recruited appropriately and receive an induction and training that supports them in their roles. We saw support staff have regular training in safeguarding, and they told us they have full confidence in the leadership and management team to act on any concerns brought to them.

The provider consistently prioritises people's well-being, ensuring their accommodation meets their needs and preferences and significantly enhances their quality of life. The 'rave room' is a favourite of many people, and has been designed with people, to provide an area which celebrates both individuality and the diverse range of needs and preferences of people living at the service. The highly personalised accommodations instil a strong sense of personal ownership and truly feel like home for the people who live there. People with an artistic interest have their work displayed throughout the service and have the opportunity to create a unique environment personal to them.



Care & Support

Good

People experience high-quality care and support at Cwm Hyfred because the provider conducts effective assessments of whether they can meet the person's needs, alongside those of people already accessing the service, before support is provided. People are supported to be involved in co-producing the plan for their care between them, their representatives, relevant professionals, and the service provider. People's personal plans are strengths-based and outline how staff should support them to achieve their well-being outcomes. These plans consistently include their preferences, routines, and beliefs. Where they want to contribute, people are encouraged to participate in the regular review of their personal plans, along with relevant representatives, and plans are updated as changes in their needs or preferences occur. People's interests, culture, and life experiences are always considered.

People are supported to be as well and healthy as possible, while also promoting choice and control over lifestyle and decision making. People are referred for appropriate care and treatment at the right time, and without delay. Recommendations for care and treatment by other professionals are carried out as directed and we saw people's independence and skills increase as a result. Health promotion is actively encouraged and highly personalised. We saw how health accessible information is used to support people make informed choices about screening procedures, and people are supported to access an annual health check with their GP. Health passports are highly personalised, with staff acting as advocates for people when necessary

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.

People's liberty is protected in line with legislation. People are supported by support staff who are lead by a skilled and competent manager to achieve their personal outcomes through the least restrictive ways possible. People who need support to keep themselves or others safe have clear plans in place to guide staff. The manager ensures these plans are reviewed are kept up to date, and support workers are usually aware of any changes. We were assured the process for sharing updated information with staff will be strengthened.



Environment

Excellent

People live in an environment which is excellent because it has been developed with them and personalised to their preferences, needs, and personal outcomes. Different areas are available to people for preferred activities, along with private space to spend time with family or alone. All areas within the service are maintained to a very high standard and people are supported to develop and use independent living skills to be involved in activities.

Space is maximised creatively, and equipment and technologies support high-quality, personalised support. People benefit from excellent use of the space available through innovative use of living areas. We saw the rave room where people enjoy music and sensory experiences along with a quiet lounge, communal lounge, kitchen, and outside areas. On the day of inspection, we saw updates to the outside areas to maintain people's safety and to make some spaces more usable to people. Raised vegetable planters and flower beds were being prepared ready for people to use in the rear garden and we were shown a large flower display in the front garden which people had recently planted. Some of the outside area is not accessible and has been appropriately secured to prevent people accessing a steep slope. The provider acknowledges that usable outdoor space is limited and there is an accessible vehicle available to support people to access alternative outdoor areas within the community. This significantly enhances people's physical, mental, and emotional well-being, demonstrating a commitment to high-quality, person-centred support through creative and innovative use of resources.

People are protected from the risk of infection as much as possible because premises and equipment are kept clean and hygienic. Information about the risk of infection is shared appropriately, including with people using the service, visitors, and external agencies.

Food hygiene practices are good, and the service received a Food Hygiene Standards rating of four in March 2024. There is a homely kitchen, and people use it in a way which promotes their independence. If support to use the kitchen is needed, this is available to ensure people remain safe whilst positive risk taking is encouraged.

Overall, there are highly effective safety management systems in place which successfully anticipate and mitigate risks in the home. Access to the service is secure and we were asked to show our identification prior to being allowed to enter Cwm Hyfryd. Facilities are monitored and checked regularly, and we were shown evidence of maintenance work being completed. We were assured repeat testing of electrical systems would be completed and we will follow this up at the next inspection. Regular tests of emergency systems are completed, and each person has their own Personal Emergency Evacuation Plan in place, which outlines the support they need in case of an emergency such as a fire.



People achieve excellent outcomes due to the providers commitment to providing support to people which is in line with their organisational values. These values are: *"Making things happen"*, *"Having fun"*, *"Being brave"*, and *"Valuing everybody"*. The provider has a very strong commitment to ensuring appropriate numbers of skilled and knowledgeable staff are in the service at all times. Recruitment processes are robust, and people can be assured that they are supported by workers who have been thoroughly vetted for their suitability to work with vulnerable individuals.

The manager is highly experienced and capable in providing care and support to people with complex needs. They apply this within their managerial role by modelling best practice methods to the staff team, to drive improvements and continual development, ensuring high quality care is consistently provided. Support workers appreciate the time the manager takes to demonstrate and explain support models and interventions, describing them as *"Very professional, the best manager I've ever had, they always have time for you"*. Senior members of the management and leadership team are also visible at the service, with support workers knowing how to contact them if needed.

The service provider has highly effective processes in place to ensure decisions on staffing levels are extremely well informed by evaluation of people's needs, any risk assessments in place, and people's personal outcomes. There are effective systems in place which ensure changes in needs are identified promptly and enables the service to respond while maintaining high quality care to people.

The provider demonstrates a very strong commitment to sharing information with relevant authorities about events in the service, fostering transparency and high levels of trust and accountability, in line with their duty of candour. Where practice at the service has not met the expected high standard, this is used as a lesson for learning with support provided for development to prevent issues reoccurring. Support workers have regular, formal 1:1 supervision meetings with their line manager as well as an annual appraisal. We were told the manager is available for advice and support as needed in between these meetings. Support workers feel well-trained and supported, enabling them to provide effective and safe care. We saw training records which show support staff have mandatory training and regular refresher training, along with specialist training as needed. Compliance with training is monitored by the management and leadership team. There is a very strong commitment to fostering development of leadership skills for staff at all levels with many of the leadership and management team starting their journey with the provider as support workers.

There are policies and procedures in place at the service which guide staff on their practice. This includes a safeguarding and a whistle blowing policy which are easily accessible to all staff via an online platform.

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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