Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Duffryn House

Duffryn Road, Aberdare, CF44 0BH

01685 647048

The inspection visit took place on 15/07/2026

Service Information:

Operated by:	PROSPER CARE & SUPPORT LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	4
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

Duffryn House is a care home which supports people with a learning disability and other associated needs. It is located in a residential area of Aberdare.

Well-being is excellent because people achieve outstanding outcomes important to them, and are supported to live meaningful, independent and fulfilling lives. Strong relationships, positive risk-taking and excellent community involvement help people maintain choice and control. Care and support is good because people receive personalised, outcome-focused care from skilled care staff who understand their needs and preferences. Effective safeguarding, medication management and infection prevention arrangements help keep people safe. The environment is good because people live in a comfortable, safe and personalised home which meets their needs and promotes their well-being. Leadership and management is good because effective governance, oversight and quality assurance systems support positive outcomes for people. A stable, well-trained and well-supported staff team provide consistent care.

Findings:

Well-being — Excellent

Well-being is excellent because people achieve outstanding outcomes which are important to them. People live healthy, safe and fulfilling lives with extensive support to achieve their aspirations. People make meaningful choices about their daily lives and positive risk-taking is embedded throughout the service, creating a variety of opportunities. We saw people engaged in various activities tailored to their interests and maintaining strong community connections through volunteering and social opportunities. These opportunities have considerably improved people's confidence and well-being. Care staff know people exceptionally well and understand their communication needs, emotional well-being and how best to support them. There is very strong partnership working with health professionals, which helps manage and maintain people's emotional well-being and supporting them to remain in their home.

People are protected by strong safeguarding arrangements which promote their safety and well-being. People told us they feel safe and know who to speak to if they are ever worried. Care staff recognise changes in people's well-being and respond promptly when concerns arise. Staff understand safeguarding responsibilities, reporting processes and escalation arrangements. Robust risk management systems help keep people safe. Management maintains effective oversight through electronic monitoring systems, audits and incident reviews. Measures to promote learning from incidents is very strong and embedded at the service.

People experience positive relationships and meaningful lives because their identity, history, strengths and individuality are recognised and valued. There is a strong culture which promotes equality, diversity and inclusion. People maintain important family relationships and develop friendships and social networks within their communities. Community integration is a significant strength and people remain active members of their local area through volunteering, activities and community engagement. Robust financial management arrangements provide a good balance between protecting people and promoting financial independence.

People live in accommodation which supports their well-being outcomes. The home is welcoming, personalised and reflects people's preferences and interests. Bedrooms are personalised and people tell us they are happy with their home. The property is well maintained and supported by health and safety arrangements. People benefit from an accessible garden and frequent opportunities to access wider community spaces, with the home well-located to local amenities.

Care & Support — Good

Care and support is good because people receive personalised care and support which meets their needs, promotes their outcomes and helps keep them safe. People receive care and support from care staff who know them well and understand their needs, preferences and aspirations. Personal plans are person-centred, detailed and focused on achieving outcomes important to people. They provide clear guidance for care staff on supporting people and managing risks. Plans are co-produced through reviews, keyworker meetings and family involvement. People have timely access to healthcare professionals and specialist services. Detailed risk assessments and behaviour support plans are reviewed regularly, and daily records demonstrate people's progress. We saw warm, respectful and natural interactions between care staff and people, who appeared relaxed and comfortable in their home. People told us "*I'm happy – I can do everything I want*" and "*They absolutely love living at the home and staff go above and beyond. Nothing is too much trouble for them*."

People are protected by a positive safeguarding culture. Care staff understand their safeguarding responsibilities. People told us they feel safe living at the service. Incident management systems are appropriate and subject to management oversight. Risks are managed through detailed risk assessments, behaviour support plans and specialist guidance. We found restrictions are proportionate and people's independence is actively promoted. Consent processes are in place, and people are involved in decisions about their care and support wherever possible.

People's medication is managed safely through robust systems and effective oversight. Care staff complete six-monthly competency assessments to help ensure safe practice and receive medication training more generally. Medication administration records are generally accurate and completed appropriately. Medicines are stored securely and safely, and arrangements for controlled drugs are appropriate. PRN 'as needed' medication protocols provide clear guidance for care staff and outcomes are recorded. Strong auditing arrangements help maintain good standards and systems ensure care staff are informed promptly of any changes to people's medicines.

People are protected from the risk of infection because the service adheres to established infection prevention and control practices. The home is clean and tidy throughout, and appropriate cleaning materials and infection control supplies are readily available. Care staff are knowledgeable about infection prevention and control procedures and training compliance for infection prevention and food hygiene is strong. Effective auditing arrangements help maintain standards and identify any issues promptly.

Environment

Good

The environment is good because people live in a safe, comfortable and well-maintained home which supports their independence, privacy and well-being. The service meets people's needs and supports positive outcomes. Bedrooms are large, spacious and personalised to reflect individual preferences, helping people feel comfortable and at home. People told us they are happy with their rooms. There are a variety of communal spaces, including lounges and dining areas, which enables people to spend time socialising with others or enjoying quiet time independently. The environment is accessible for the people currently living at the service. The garden is well maintained, accessible and actively used by people, providing opportunities to spend time outdoors and enjoy fresh air.

The home is tidy, uncluttered and generally well maintained, creating a welcoming and comfortable environment for people and visitors. The service is appropriately lit and maintained at a comfortable temperature. Effective security arrangements help keep people safe while supporting their privacy and dignity. Personal information is stored securely, helping protect people's confidentiality.

The provider has effective systems in place to maintain the environment and manage risks to health and safety. Maintenance, servicing and health and safety records are up to date. Fire safety arrangements are well managed and support the safety of people living at the home. Weekly water temperature monitoring and flushing arrangements are completed to reduce environmental risks. Contingency plans are available to support continuity of care during significant service disruptions. These arrangements help ensure people live in a safe environment where risks are identified, monitored and managed appropriately.

Leadership & Management — Good

Leadership and management is good because effective governance, oversight and staffing arrangements support people to achieve positive outcomes and receive consistent care. The service benefits from effective leadership, governance and quality assurance arrangements. Three-monthly Responsible Individual (RI) visits to the service are robust. As well as evidencing consultation with people and staff, the RI visit reports include audits, observations, record reviews and action planning. They also identify areas for improvement as well as strengths, helping drive service development. A wide range of audits are completed at the service, including medication, safeguarding, infection control, and health and safety. The use of audit systems provides ongoing oversight and supports effective governance. Information sharing between the staff team is effective. Team meetings take place regularly and include discussions about safeguarding, medication, staffing, and updates on people's care needs. Policies and procedures are reviewed and up to date. Safeguarding concerns, incidents and disciplinary matters are managed appropriately, and there is positive evidence of learning from incidents. Regular engagement with families, keyworker reviews and staff meetings help ensure feedback is gathered and acted upon. Regulatory documentation, including the Statement of Purpose, is compliant.

People benefit from support provided by a skilled, knowledgeable and stable staff team. Training compliance is high and training reflects the needs of people living at the service. Specialist training courses include epilepsy management, autism awareness, positive behaviour support, and learning disability support. All care staff are registered with Social Care Wales, the workforce regulator, and receive regular supervision. We saw evidence of completed induction programmes, including the All Wales Induction Framework. Recruitment processes are robust and staff files contain the required documentation. Staffing levels appear appropriate. The service is able to draw upon the wider organisation when additional staffing support is required, for example to cover annual leave and sickness. This helps provide continuity of care for people. Care staff demonstrate a strong understanding of people's needs and important areas of care such as safeguarding, behaviour support and infection control procedures. Staff spoke positively about the support they receive from managers. We were told *“The manager is good. They help on the floor, and we can approach them”* and *“The management team are very proactive and supportive of employees.”* There is a strong culture of staff development and internal promotion, with several staff progressing and promoted within the organisation. Staff morale appeared positive overall, and people benefit from continuity of care because staff turnover is low. Care staff described *“the friendly and supportive team”* and another said, *“Everyone works as a team and we’re friendly.”*

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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