



Fern Bungalow Care Home



The Avenue, Ferndale, CF43 3LN



01685 658486

Date(s) of inspection visit(s):

18/07/2025

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 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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Fern Bungalow is a care home which supports people with a learning disability and other associated needs. It is located in a residential area close to Ferndale.

The service supports people to experience good well-being outcomes. A compassionate team of care staff promotes people's health and well-being. There are good systems in place which safeguard people, within an environment that supports their needs. Care and support is good, with families and professionals being very positive about the service. Detailed personal plans are kept under review and give clear instructions to care staff. Good processes are in place for medication management, infection control, and safeguarding. The environment is good, being well-maintained, safe, and meeting the needs of people. Leadership and management is good. Effective management and oversight support the governance and operation of the service, with care staff being positive about working there. Care staff have appropriate training and are recruited safely.

Findings:



Well-being

Good

Fern Bungalow supports people to maintain their well-being. Care staff treat people with dignity and compassion, with families providing positive feedback about their loved ones' experiences. People and their families are involved in decisions about their care and support, with their wishes and preferences shaping the care they receive. We saw the service takes exceptional measures to promote people's choices and is very respectful of difference. Each person has a detailed person-centred plan, reflecting their personalities, needs and how to maintain their safety. The service works closely with families and professionals, such as social workers, where people have difficulties making decisions. The service maintains good contact with relatives, keeping them updated and involved in the care of their loved ones and providing a welcoming environment.

People's health and well-being is supported by getting the right care at the right time. The service works effectively with health and social care professionals, with specialist guidance included in care files for care staff to follow. The service ensures health-related appointments are made and attended. Medication is administered correctly in line with the service medication policy. Cleanliness is well-maintained throughout. Healthy meal options are provided and adapted for specific dietary requirements where needed.

The service has systems in place to keep people safe. The service correctly follows regulations when hiring care staff, ensuring all checks are carried out before anyone starts work. Risks to both people and care staff are appropriately managed using risk assessments. The service is secure. Information is available to help people raise concerns or make a complaint if needed. The service has processes in place to ensure people are supported with their personal monies in a safe and transparent way. A written guide explains what the service offers and how to raise a complaint if needed. Families say they feel confident the service is safe and could visit the service whenever they need to.

People live in an environment which supports their needs. The service is provided over two floors and can cater for a range of different needs. Rooms are spacious and comfortable, with large garden areas available. The service is pleasant, well-maintained, and personalised, making it a homely and comfortable setting.



Care & Support

Good

People receive good care and support at Fern Bungalow. People appear settled and comfortable in their environment, and we saw calm, kind and respectful interactions from care staff. Feedback from people's families is consistently positive, with comments such as *"everything is good. They are so happy there, so happy"*, *"generally all round very good – they seem to be happy and go out lots. They're very attentive to their needs"*, *"everyone is given lots of attention and treated equally"*, and *"they're brilliant"*. Professionals who work regularly with the service told us *"they are thriving in their home"*, *"I have been struck by how professional and caring staff are"*, and *"the level of care and support has ensured good outcomes... which has enabled them to remain living...in the community"*. Prior to moving in, the service assesses people's needs to ensure they have the skills and resources to support them well. Personal plans are clearly written, tailored to the individual, and focus on outcomes. These are completed using the service's electronic system, Nourish. Risk assessments identify any concerns and outline how these should be managed. Plans are reviewed regularly to ensure they remain up to date. Care files include reports and assessments from health professionals, such as epilepsy plans and positive behaviour support plans. Daily recordings detail a person's presentation throughout the day, with accompanying monitoring charts completed in detail. Nutritional needs are clearly identified and understood by care staff.

Processes are in place to help protect people from harm. Care staff understand safeguarding procedures and their responsibilities, including how to identify and report concerns. They trust management will respond appropriately to any issues raised. Records are kept of incidents and accidents, and risk assessments support care staff in delivering safe care. People's families report they feel the service is safe. Where people lack mental capacity to make decisions about their care and accommodation, Deprivation of Liberty Safeguard (DoLS) applications are submitted.

Systems are in place to support the safe storage and administration of medication. Medicines are stored securely and administered in accordance with prescriber instructions. Records are free from errors. The service follows a medication policy, with monthly audits to ensure supplies are accurate. Care staff receive training in the safe handling and administration of medication, with competencies assessed every year, or more often if needed.

Infection control is well managed, with appropriate measures in place to minimise risks. Care staff have access to protective equipment and use it appropriately, demonstrating good knowledge of infection prevention. Care staff carry out regular cleaning routines, and laundry is managed efficiently to reduce the risk of cross-contamination. Clinical waste is disposed of correctly.



Environment

Good

A good environment supports people's needs to be met at Fern Bungalow. The service is located in the Rhondda Fach, close to Ferndale. It can accommodate up to four people with a learning disability and related needs. The service is well-presented and has good standards of cleanliness throughout. Security measures ensure only authorised people can enter. Bedrooms are a good size and customised to reflect people's individual tastes. There are sufficient toilet and bathing facilities, including en-suites, ensuring people's privacy and dignity. Shared areas include a large lounge with a dedicated dining space, where people can spend time relaxing and undertaking activities, and a kitchen that allows people to be involved in meal and drink preparation if they choose. The service greatly benefits from very large, well-maintained outdoor areas, with seating available. The garden is well-used and provides a pleasant environment for relaxation and activities. Health and safety protocols are adhered to. Hazardous substances are locked away, fire exits are clear, and window restrictors are fitted to enhance safety. The service provider oversees property maintenance, with documentation confirming regular checks of utilities such as gas, water and electricity. Equipment is routinely inspected and serviced. Fire safety procedures are actively maintained, with regular drills and equipment testing. The service is in the process of completing several improvement areas identified in a recent fire safety inspection. Personal emergency evacuation plans are prepared for each individual and stored electronically, meaning care staff can respond quickly in case of an emergency.



Leadership & Management

Good

The service is well led, with governance and oversight arrangements in place to support its day to day running. A recent change in manager has been successfully implemented and has supported the service to continue to be well run. The Responsible Individual (RI) fulfils their statutory responsibilities by conducting quarterly visits to consult with both people and care staff. They complete quality of care reviews every six months, identifying actions to support the development of the service. Continuous monitoring and improvement are supported by routine audits and quality assurance checks. Policies and procedures outline care staff roles and expectations for service delivery. A whistleblowing policy is in place, and staff have confirmed they know how to raise concerns if needed. The service is transparent and open, generally making the required notifications to Care Inspectorate Wales and other organisations, such as the Local Authority Safeguarding Team. The Nourish system supports governance by quickly alerting managers and senior staff to significant events. Regular team meetings help care staff stay informed and provide opportunities for feedback. Care staff feedback is overwhelmingly positive, with comments such as *“it’s a lovely place – the manager has absolutely fitted in so perfectly. They’re part of the team”*, *“the manager’s very approachable and very fair”*, *“we all work together - people are open with each other”*, and *“it’s a rewarding job – you know there’s someone here 24/7 to make people’s lives better”*.

Care staff are qualified and trained to meet a range of care needs. Training records show ongoing training for care staff in essential areas of care, with additional training for more specialist needs when required, such as positive behaviour support. Staff demonstrate a good understanding of their roles and responsibilities, including safeguarding and infection control, and report feeling confident in performing their duties safely and effectively. Recruitment processes are safe and comply with regulations. Care staff files contain the required documentation such as employer references, Disclosure and Barring Service (DBS) clearance, and identification documents. All care staff are registered with Social Care Wales. Newly appointed staff complete an induction and probation period to ensure they are suitable for the role. Regular staff supervision provides ongoing support for professional development and performance management. Staffing levels are based on the support hours commissioned by Local Authorities and Health Boards, with the service appearing extremely well-staffed during the inspection. We saw care staff are regularly rotated where specific challenging care tasks need to be completed. This is a good measure supporting staff well-being and demonstrates the importance the service provider places on the well-being of its care staff.

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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