Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Hullah Farm

Hullah Farm, Cefn Road Abenbury, Wrexham, LL13 9TT

03309121680

www.fairparkcare.com

The inspection visit took place on 17/09/2026

Service Information:

Operated by:	Fairpark Care Limited
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	10
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	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Excellent

Summary:

Hullah Farm provides care and support for up to 10 adults with learning disabilities, autism and complex support needs. People live in a range of accommodation including cottages, apartments and farmhouse accommodation. Well-being is excellent because we found people experience exceptionally positive outcomes and benefit from highly personalised care and support. Strong communication approaches help people make choices and exercise control over their daily lives. People are supported to participate in meaningful activities, maintain important relationships and engage in their local communities. The environment is good because the premises is well maintained and supports people to achieve their well-being outcomes.

Care planning and positive behaviour support (PBS) are excellent. Documentation is detailed, person-centred and focused on improving quality of life and helping people achieve their personal outcomes. The service works in partnership with families and professionals and receives consistently positive feedback about the care and support provided. Leadership and management arrangements are also excellent. Governance systems support a culture of learning, reflection and continuous improvement, with a strong focus on achieving positive outcomes for people.

Findings:

Well-being — Excellent

People experience exceptionally positive well-being outcomes because they are supported in highly personalised ways that maximise choice, control and independence. People confidently make decisions about their daily lives and receive support that adapts to their preferences. Staff use an impressive range of communication approaches, including communication books, visual timetables, communication dictionaries, activity strips and augmentative and alternative communication (AAC) systems. These approaches are embedded in practice and enable people to participate meaningfully in decisions affecting them and increase their independence. Activities are highly individualised and reflect people's interests, health needs, family relationships and aspirations. People are supported to plan how they spend their time. Staff respond flexibly when people change their minds about planned activities, demonstrating a culture that consistently promotes rights, autonomy and personal control.

People achieve significantly improved health and well-being outcomes because staff know them exceptionally well and work proactively with a range of professionals. Records demonstrate substantial progress for several people since moving to the service. We saw improved sleep, increased dietary variety and increased community participation. Other records evidence improvements in communication, emotional regulation, personal care, independence and engagement in meaningful activities. PBS approaches, structured routines, visual supports and specialist input help people experience greater stability and quality of life. Professional feedback is particularly positive. A professional described seeing *"really positive changes"* in a person's life.

People maintain important relationships and participate in meaningful activities that enrich their lives. Community engagement is extensive and tailored to people's interests, with records evidencing visits to beaches, parks, shops, garden centres and local attractions. Family involvement is actively promoted through regular communication, monthly updates and planned visits. Feedback from relatives is exceptionally positive and consistently highlights improvements in quality of life. One relative describes the service as *"by far the most suitable and competent placement"* they have experienced. Another states their family member is *"in good hands"*. People are also supported to pursue new opportunities and achievements.

People live in accommodation that promotes their well-being and supports positive outcomes. The service demonstrates a strong commitment to adapting environments in response to changing needs and wishes.

Care & Support — Excellent

People receive exceptionally personalised care and support that is designed around their individual needs, strengths and aspirations. Care planning documentation is detailed, person-centred and regularly reviewed through daily meetings, care plan reviews, PBS reviews and multi-disciplinary discussions. We saw excellent examples of communication support, including communication strategy files, communication dictionaries, visual timetables, activity strips, social stories and AAC systems. Staff are provided with detailed guidance on how to support people effectively. Personal plans aim to ensure staff understand *"who people are, how people experience the world and what matters to them"*. A revised care planning system places people at the centre of their support and includes statements like, *'quality of life is measured by engagement and well-being, not task completion."* Evidence shows people achieve positive outcomes including increased community access, improved communication, greater engagement, improved emotional regulation and increased independence.

People are protected from harm and abuse. The service has clear systems in place to understand people's behaviour, reduce risks and keep people safe. Staff review incidents in detail to identify patterns, possible causes and whether the support provided is working. Behaviour support plans explain how staff should support people before, during and after incidents. Staff use reassurance, redirection, visual aids and calming approaches before considering restrictions. This helps reduce risks and supports people's quality of life. The service regularly reviews restrictive practices, safeguarding concerns and the use of medicines given when needed (PRN). When concerns are identified, staff review behaviour support plans and incident information to consider what could be done differently. Records following incidents show that staff reflect on what happened, learn from incidents and consider how future support could be improved.

Medication management arrangements are comprehensive and support people to receive their medicines safely. Medication administration records are completed appropriately, and medication files contain detailed guidance regarding administration, PRN use and monitoring requirements. Weekly medication audits, stock checks, daily counts and regular spot checks provide oversight of medication systems. Medication protocols provide clear guidance for staff and systems are in place to escalate and review any concerns regarding medication administration appropriately.

People's risk of infection is minimised through established infection prevention and control (IPC) systems. Regular IPC, cleanliness and health and safety audits are completed across all areas of the service. Audit records demonstrate environments are generally clean and well maintained, with actions identified where improvements are required.

Environment

Good

People live in accommodation that supports their well-being outcomes and reflects their individual needs, preferences and lifestyles. Accommodation is clean, comfortable and personalised. Bedrooms and living areas contain personal items, preferred furnishings and décor which reflect people's interests and identities. The provider adapts environments in response to people's wishes and changing needs. Robust furniture and protective fixtures are used where required, enabling people to continue accessing valued possessions and activities safely.

The environment supports people to live safely whilst promoting independence and quality of life. Comprehensive Personal Emergency Evacuation Plans (PEEPs) are in place for all people and are supported by personalised emergency grab bags containing essential information and equipment. Accommodation is adapted to meet people's sensory, behavioural and communication needs. For example, door frames, doors and other fixtures have been strengthened where required and changes are introduced gradually to reduce anxiety and disruption. Staff and managers demonstrate a good understanding of balancing environmental maintenance with the needs of people who may find building works distressing.

The provider has systems in place to monitor the condition and safety of the environment. Weekly health and safety inspections, maintenance logs, cleanliness audits and environmental checks identify areas requiring attention and track progress of repairs. We saw evidence of ongoing maintenance and improvement works across the service. Maintenance records identify issues and demonstrate these are reviewed and monitored. We also saw evidence of significant repairs and environmental improvements completed across apartments, cottages and communal areas. Accommodation is clean, personalised and designed around individual needs, preferences and lifestyles. Bedrooms and personal spaces clearly reflect people's identities and interests and help create environments that feel like home. We saw evidence of sensory adaptations; communication supports and plans for additional sensory spaces.

Leadership & Management — Excellent

People benefit from a service with highly developed governance systems that focus on improving outcomes and supporting continuous improvement. Daily meetings provide structured oversight of people's well-being, incidents, activities, medication, safeguarding, staffing and environmental matters. Management review incident reports, daily notes, activities, medication checks and resident welfare every day, supported by weekly governance processes including safeguarding trackers, medication audits, supervision monitoring, risk register reviews and continuous improvement reviews. The service also uses an electronic planner system to monitor actions relating to communication, support strategies, care reviews and recommendations. The Responsible Individual (RI) and managers also review incidents and information about the quality of service in a reflective way.

The service demonstrates an open and learning culture. Leaders routinely review incidents, safeguarding concerns, restrictive practices, medication management and quality assurance information to identify trends and improve practice. Incident analysis is particularly detailed; reviews identify patterns and consider what could have been done differently. We saw examples where concerns had led to changes in procedures, increased checks and further guidance for staff. Policies have been reviewed and simplified to make them easier for staff to use. Staff meetings take place regularly and discuss important matters, including safeguarding, medication, training and improvements to the service,

People are supported by staff who have opportunities to develop their skills and knowledge. The service has a competency framework which links progression to demonstrated skills and knowledge rather than length of service. Staff knowledge is supported through resident-specific training materials, communication resources, PBS questionnaires, supervision discussions and competency assessments. Evidence shows a significant proportion of staff have high levels of compliance with mandatory and specialist training. Staff feedback regarding leadership and support is exceptionally positive. One staff member states, *"The management team are one of the service's greatest strengths"*, whilst another describes a *"wonderful service where everyone cares deeply about the residents"*. Staff consistently report feeling valued, included and supported and describe opportunities for development and progression. One member of staff stated the improvement in residents' quality of life is *"the most important thing for those who work there"*.

There is strong evidence that leadership and management arrangements have a positive impact on people's lives. The service has developed innovative approaches including communication strategy files, Goodness of Fit reviews, competency frameworks, revised care planning systems, AAC implementation and specialist communication resources. RI reports, care reviews and quality statements consistently identify positive outcomes for people, including improvements in

communication, independence, engagement, routines, personal care and emotional well-being. Leaders demonstrate a clear understanding of the importance of person-centred care, PBS and least restrictive practice. The provider places a strong emphasis on relationships, learning and continuous improvement, which ensures their governance activities remain focused on enhancing people's experiences and outcomes.

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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