

Hafan y Waun



Hafan Y Waun, Waunfawr, Aberystwyth, SY23 3AY



01970633001



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The inspection visits for this service took place between 20/11/2025 and 13/01/2026

Service Information:

Operated by:	Ceredigion County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	90
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Hafan y Waun is a large residential care home on the outskirts of Aberystwyth.

Well-being is rated as good because people receive a service that is person centred, that enables them to achieve their health and well-being outcomes.

Care and support is rated as good because people receive a service from a team of familiar and friendly staff. Care workers are guided by accurate and individualised personal plans that enable them to meet people's needs.

The environment is rated as good because people are comfortable and relaxed throughout the home. Improvements have been made to the building and the provider plans to continue these developments to enhance people's well-being.

Leadership and management is rated as good because the provider has effective oversight of the service. The leadership ensures people receive good quality care from a team of skilled staff, who are well supported by their managers.

Findings:



Well-being

Good

People are treated with dignity and respect. They are supported to identify their health and well-being outcomes, while also being encouraged to use and build on their strengths. When discussing the service, a representative told us, *“He’s (Person) definitely happier at Hafan y Waun than his was at home, he’s quite content”*.

People have as much control over their day-to-day lives as possible. They are supported to be involved in decisions that affect them, ensuring that their voices are heard. This approach helps people to take charge of their lives.

People enjoy taking part in a variety of stimulating and interactive activities. There is unrestricted visiting, people are supported to maintain and sustain existing relationships with family, friends and important people in their lives. This is facilitated by a team of staff who respect these relationships and understand the importance they hold in people’s lives.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe. The service encourages feedback from people and their representatives to ensure every voice is heard. There are support systems to ensure any risks are promptly identified and addressed.

People live in accommodation that supports them to achieve positive outcomes. The layout and decoration of the setting and quality of the furnishings and fixtures meets people’s needs. The provider’s creative approach to improving the building has a positive impact on people’s well-being.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic. Food hygiene practices are good. There is an effective approach to assessing, managing and preventing the risk of infection, with clear roles and responsibilities in line with current national guidance.



Care & Support

Good

People are very happy with the care and support they receive. We observed many sensitive and friendly interactions during the inspection. Most of the people's representatives are also positive about the service, one said, *"I have no complaints whatsoever"* and *"It's the best place for her and the care is really good"*.

People experience good quality care because there is a detailed process before the manager agrees to provide the service. The effective assessments check if the provider can fulfil their needs and personal outcomes alongside people already receiving the service.

People are involved as much as possible and the managers are improving the way people's voice is recorded in their plans. Personal plans are co-produced between them, their representatives, relevant professionals and the service provider. The personal plan outlines how staff should support people to achieve their well-being outcomes, including their preferences, routines and beliefs.

People's well-being and safety is prioritised at the service because they identify and managing potential risks. People's right to make their own choices and take informed personal risks is promoted by the positive culture in the service. This is reflected in people's individual plans.

People are offered choices of stimulating activities and have opportunities to reach their potential. People engage in meaningful past times, such as therapeutic exercise classes, interactive singing and movement sessions, one-to-one activities and accessing their local community. Photo albums of these activities are available for people and their representatives to look at.

People experience care and support that is dignified and respectful. People have positive interactions with staff, friends, family, and each other. People are supported to attend and participate in activities related to health promotion, staff are aware of their role in this and the current needs of each individual.

People receive their medication as prescribed in accordance with national guidelines and the service provider's medication policy. The service has an effective system to support staff to reduce the likelihood of errors occurring and issues are reported appropriately. Audits are completed to ensure consistency of practice and good standards are maintained. The manager is reviewing its medication procedures with input from associated health professionals to improve the service offered to people.



Environment

Good

People's views and needs are considered when maintaining and upgrading the building. Areas of the home have been developed with highly personalised touches that make a positive difference to people's lives and promote dignity. When discussing the building a representative told us, *"The home is always clean and there is a family environment"*.

People have access to a variety of different communal and private spaces in which to spend time alone, socialise or entertain visitors. Communal spaces meet the needs of people, promoting independence and providing opportunities for private meetings, activities, and recreation. Bathrooms, showers, and toilets are designed to ensure privacy, dignity, safety, and accessibility. The provider intends to develop two bathrooms at the service to offer a more relaxing and sensory experience for people.

Outdoor spaces are safe and accessible to all people, including those with physical, sensory or cognitive impairments. People enjoy accessing the grounds to exercise, relax and socialise with one and other. There are plans to further improve the access to the grounds to enhance people's well-being.

Safety is a key consideration, the design of the building ensures people can easily navigate the premises and access necessary equipment. Individual doors are painted with distinctive colours to help people orientate around the building. The service actively manages risks to people, staff are familiar with the strategies and apply them consistently.

Regular servicing, maintenance and immediate repairs to equipment ensures the safety and well-being of people using the service.

The main entrance to the building was being reconfigured during the inspection to improve ease of access. Security arrangements are in place to protect people without compromising their rights, privacy and dignity. This includes protecting personal property and providing appropriate access to and from the premises.



Leadership & Management

Good

There are good governance arrangements in place. The Responsible Individual (RI) is well known and is in regular contact with the service, visiting regularly and has good oversight. Feedback from people and staff is encouraged by the provider, who has arrangements in place for monitoring, reviewing and improving the quality of the service. Information gathered from both internal and external audits guides quality review reports and improvement plans.

People are cared for by knowledgeable and a well-supported staff team. People achieve their personal outcomes because the service provider ensures there are enough suitably qualified staff to deliver care and support. Care workers know the people they support, their care preferences and needs. Some of the regular care workers have been at the service for many years and have built up good relationships with people. We saw many friendly and positive interactions throughout the inspection.

The provider has strict selection and vetting processes for hiring staff. The required clearances and checks are undertaken and documented before staff commence employment. New staff receive a comprehensive induction, to ensure they are equipped to undertake their role and are familiar with people's needs.

Staff receive a variety of E-Learning and face-to-face training to help them meet people's needs. This is corroborated by the training matrix. A care worker told us *"I think the training is really good"* and another stated, *"The training really equipped me"*.

The manager and deputies are working closely together to further develop the positive culture at the service. Many of the care workers spoke positively about the management team. One said, *"There is good teamwork and the management is supportive"*. There is a change in management structure and staff told us the introduction of a duty manager has been a positive change. The managers are visible, they know people well and are enabling staff to succeed in their roles. We observed friendly interactions between managers, staff and people during the inspection. Care workers who told us *"[Manager] and [Deputy's] are good. You can talk to them"* and *"They are accommodating, they are approachable. You can walk up to them. Always willing to help"* and *"They do the best for us, I feel fully supported"*.

Care workers have a good understanding about their responsibility to protect the people living in the service and to report any concerns. Staff were aware of the whistleblowing procedures and have confidence to report any concerns. There are policies and procedures in place which are reviewed regularly.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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