



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Cwmaman Care Home



Cwmaman Care Centre, Morris Street Cwmaman, Aberdare, CF44 6HW.



01685 884499

Date(s) of inspection visit(s):

30/07/2025

Service Information:

Operated by:	Signature Healthcare Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	49
Main language(s):	English
Promotion of Welsh language and culture:	

Ratings:

	<u>Well-being</u>	Good
	<u>Care & Support</u>	Good
	<u>Environment</u>	Good
	<u>Leadership & Management</u>	Good

Summary:

Cwmaman Care Centre provides care and support for up to forty-nine people, some of whom have dementia care needs. The service is in Aberdare, with transport links and amenities nearby. The service was taken over by a new provider in November 2024, and there have been many changes and investment since then.

The wellbeing outcomes for people living at Cwmaman Care Centre are good because they are cared for by a warm and friendly staff team, with activities on offer to stimulate and engage them. The care and support delivered to people is good, because care staff have enough information to provide people with the right care at the right time and are knowledgeable about their routines and preferences.

The environment at Cwmaman Care Centre is good. The service provider is investing in a full refurbishment of the building, improving the comfort and amenities, and creating a new garden for

residents to use. The leadership and management of the service is good. There is a stable staff team, who have benefitted from increased training and support in their roles. The Responsible Individual (RI) is a visible and involved presence in the service and is striving to make ongoing improvements to the service for those who live there.

Findings:



Well-being

Good

People have control over their day-to-day lives and are aware of their rights and entitlements. They are involved in making decisions that affect them, ensuring that their voices are consistently heard and respected. Residents' and relatives' meetings have been set up and are due to be held regularly so people can be consulted and offer suggestions on the care they receive. Everyone is offered a choice of food at mealtimes, with kitchen staff having good knowledge of people and their dietary needs. One person told us: *"The food is very good here, and you can tell they make it all themselves."*

Planned activities and impromptu interactions with care staff and others help ensure individuals maintain a positive sense of personal wellbeing. There are two activities co-ordinators employed at the service, providing activities seven days a week. These include physical activities, crafts, and music, which people can choose to participate should they wish. Management have visited other local services to get additional ideas for wellbeing and continually improve the options available to people in Cwmaman. Care staff maintain good relationships with the people they support. One care staff member told us: *"We try and sit and chat to people whenever we have quieter periods in the day."*

People are safeguarded from abuse and neglect. Care staff complete regular safeguarding training refreshers, and we saw evidence of care staff members appropriately raising potential safeguarding concerns. There is an up-to-date safeguarding policy at the service for additional guidance if needed. People are provided with a secure environment where they feel safe. Unauthorised visitors are unable to gain access to the service. Care staff greet and record any visitors on arrival.

The service provider is working on improving the references to Welsh language and culture within the service. At present, no one living in Cwmaman require a service via Welsh. There are Welsh speaking care staff working at the service, and we discussed plans to integrate the 'Active offer' into people's care delivery.



Care & Support

Good

Cwmaman use an electronic care management system to store and update people's personal plans, risk assessments and daily notes. People's personal plans outline how care staff should support people to achieve their well-being outcomes, including their routines and preferences for care. These are reviewed regularly, and we discussed adding additional information into reviews to make them more effective. Daily notes are inputted by care staff, including daily living tasks that people have completed, food and fluid intake and any activities or visits they have had. Alerts can be set on the system to support care staff handovers and remind care staff of any appointments or issues that need monitoring in the coming days.

People are referred for appropriate care and treatment at the right time and recommendations for care and treatment by other professionals are carried out as directed. We saw evidence of referrals to external health professionals, such as General Practitioners, community nurses and occupational therapists. There have been instances where people's care needs have increased, or their primary care need has changed. Care staff and management work with care co-ordinators and health professionals for assessments and monitoring visits, ensuring they are in the best possible place for them, and arranging an alternative placement if needed. Communication with family with regards to professional visits or any changes in health is also recorded.

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. Not all care staff are able to administer medication, but those who do have regular refresher training. We spoke with one care staff member who was able to demonstrate good knowledge of people's medication needs. The service uses an electronic system for medication administration which supports good practice and minimises errors. Management complete medication audits to maintain oversight.



Environment

Good

The new service provider is investing in full redecoration and refurbishment of the service. Some of this work has been completed, and some is ongoing. The service provider is ensuring people have suitable furnishings and equipment to meet their needs and preferences. This includes specialist beds, call systems, and moving and handling equipment. A care staff member told us: *"I think all the refurbishment is great, it's making things so much nicer for the residents."*

The service is set over three floors, with a lift to allow people to access all areas of the home with support. Areas containing potential hazards, such as the medication room, kitchen and laundry are secured. There is a communal lounge/dining room on each floor, where people can spend time with others, or private time in their bedrooms should they wish. There is a large outdoor space that was previously being used as an overflow car park, but the new service provider is turning into a secure, accessible garden for residents to use.

Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. There is a maintenance man employed for repair and replace jobs and some of the redecoration of the service. External contractors complete servicing and maintenance of facilities and utilities. There is a fire risk assessment in place, and people have Personal Emergency Evacuation Plans (PEEPs) that detail the support they would require in an emergency. Fire alarms and emergency lighting are tested regularly.



Leadership & Management

Good

There are effective quality monitoring systems in place. The new Responsible Individual is a visible and involved presence in the service and has set up a schedule of audits for the manager to complete regularly. They complete quarterly monitoring reports as required, including feedback gathered from people living at the service, care staff, and other professionals. This information feeds into a biannual quality of care report, outlining what the service is doing well and creating an action plan for identified improvements.

The service provider ensures timely notifications are sent to relevant authorities in the event of significant incidents in the service. This ensures appropriate actions are taken promptly to safeguard people and maintain service quality.

People achieve their personal outcomes because the service provider makes sure there are enough suitably qualified and trained care staff to deliver quality care and support. A care staff member told us: *"it can be busy here, but there's enough of us here and if we work as a team we get everything done. We move around the floors, which I like because you get to know all the residents."* Regular care staff meetings ensure all care staff members get information communicated and can discuss it as a group.

The service provider has strict selection and vetting processes for hiring care staff to ensure they are fit for their roles. We sampled some care staff personnel files and found they contained all the required information, such as identification and reference checks. All care staff are working with up-to-date Disclosure and Barring Service (DBS) checks and are registered with Social Care Wales, the workforce regulator.

Since the new provider took over the service, care staff have requested additional training, which they have been provided. They complete both e-learning and in-person training, which they report has given them more awareness and competence in their roles. The manager advised further dementia specific training is planned. Care staff supervision sessions, where they discuss professional development with their line manager, have not been consistently held, however management have a plan in place to ensure this will be completed moving forward.

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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