



Prince Llewellyn Farm



Prince Llewellyn Farm, Treharris, CF46 5PG



01443 412208

Date(s) of inspection visit(s):

16/04/2025, 16/04/2025, 15/04/2025

Service Information:

Operated by:	SWANTON CARE & COMMUNITY LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	This service is not making a significant effort to promote the use of Welsh language and culture

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

People living at Prince Llewellyn Farm receive an excellent standard of person-centred care and support. There is a stable staff team who know the people they support well and treat them with dignity and respect. Personal plans are extremely detailed, they highlight people's personal outcomes and strategies for supporting people safely. Arrangements are in place to ensure people's rights are promoted and they are supported in the least restrictive way. People have good access to health and social care professionals and there are robust measures to ensure medication is stored and administered safely. People choose how and where they spend their time and have access to an extensive range of activities they enjoy.

Care staff are supported in their roles and receive training relevant to the needs of the people they support. The recruitment process is safe with all required checks completed. There are sufficient staffing levels with low staff turnover which means people receive very good continuity of care. Governance and quality assurance arrangements are strong. The responsible individual (RI) and

management team have good oversight of service provision.

The environment is safe and accessible. People are encouraged to personalise their rooms to their preference. Communal areas are comfortable and clean. There are effective procedures in place to make sure the environment, its facilities and equipment remain in a good state of repair and are safe for people to use.

Findings:



Well-being

Excellent

People benefit from frequent opportunities to connect with family and friends and access the community. Family members of people living at the service told us they can visit when they choose. People are also supported to visit family and friends at their homes. Care staff support people to access the community. One person told us they enjoy visiting a local pub to play pool. As well as accessing the local community, people are supported to go on holiday. We saw people are offered choices in daily activities. These activities include vocational opportunities, work opportunities and leisure pursuits. Participation in activities is recorded so progress can be monitored.

With few exceptions people are supported to have as much control as possible over their day-to-day lives. People are provided with a platform to voice their opinions on the service they receive. Monthly resident meetings are held where people get the opportunity to discuss matters within the home such as the environment, menus and activities. People also have one to one meetings with their key worker where service provision is discussed. The RI visits the service regularly and has discussions with people to help inform improvements at the service. People are actively involved in the production and review of their personal plans to ensure they can communicate their preferences in relation to the care and support they receive.

People are extensively supported to achieve self-directed outcomes. Personal plans are outcome focused and detail ways of supporting people to achieve their outcomes. We saw documented evidence detailing people's achievements. We saw one person had been supported to complete an accredited First Aid course as they had expressed an interest in this area.

People are protected from abuse and neglect. People have risk assessments highlighting risks to their health and safety and strategies for keeping them safe. There is a robust recruitment process ensuring care staff are suitable to work with vulnerable people. Care staff are trained to meet the needs of the people they support and are aware of their safeguarding responsibilities. There are detailed policies and procedures which are aligned with best practice and statutory guidance helping to underpin safe practice.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is appropriately furnished and decorated throughout. The home is clean and well-maintained with the correct checks and servicing in place for utilities and fire safety features.



Care & Support

Excellent

People are supported by a highly skilled staff team with an excellent understanding of their individual needs and preferences. Care staff have access to an ongoing programme of training and development to ensure they remain sufficiently skilled. People living at Prince Llewellyn Farm enjoy outstanding continuity of care. There is very little staff turnover. The majority of the team have worked at the service for several years. We saw care staff have very positive relationships with the people they support. People we spoke to provided positive feedback regarding care staff. One person said, *"The staff are nice and friendly"*, another person told us, *"I like the staff they are all very good"*. The positive comments we received from people living at the service were echoed by relatives we spoke to. One said, *"The staff are really lovely, I can't fault them, and my son likes them"*.

People receive high quality care and support which helps them achieve their personal outcomes. The service carries out a thorough assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people at the setting. Following this a personal plan is developed in conjunction with people and where necessary, their representatives. Personal plans we viewed are extremely detailed. They clearly set out people's personal outcomes and strategies for supporting people in a proactive way. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Deprivation of Liberty Safeguards (DoLS) referrals are made when there is a risk that care arrangements may deprive people of their liberty. The service offers a very good variety of formal and informal opportunities for people to voice their opinions on the service they receive. Personal plans are reviewed in line with regulation to ensure information remains relevant as people's needs evolve. An annual multi-disciplinary team (MDT) review is conducted where all aspects of people's care and support is considered. In addition to this people have monthly meetings with their key workers to discuss the service they receive, and monthly resident meetings are held so more general matters can be discussed.

People are supported with their health needs and receive their medication as prescribed. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. There is a medication policy aligned with best practice guidance and care staff receive medication training and regularly undergo assessments to ensure they are sufficiently skilled. Medication audits are completed to ensure practice remains safe and effective. People's health needs are detailed in their personal plans. We saw people have good access to health and social care professionals and any advice needed is sort in a timely manner.



Environment

Good

The environment is suited to people's needs. There are a number of communal areas which are comfortable, clean and accessible. In addition to this there is a 'summer house' which people use to participate in activities. We observed people in communal areas, they appeared to be relaxed and comfortable, this suggesting they are happy with the environment. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. There is a large garden area with seating available. We were told staff are currently working with people to develop the garden further.

The provider demonstrates a strong commitment to ensuring the premises and any equipment is maintained and serviced to a high standard. There is a dedicated maintenance team who ensure the home is maintained to a good standard. Any environmental issues are reported to the maintenance team and are actioned promptly. We saw there is routine servicing of utilities such as electricity and gas which is carried out by external contractors. There is a fire risk assessment and fire safety features are routinely checked and serviced by suitably qualified trades people. All people living at the service have a personal emergency evacuation plan and routine fire drills are completed to ensure people can be evacuated safely if needed. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are good. Staff complete cleaning tasks to ensure the service remains clean and tidy. The kitchen has been awarded a score of three by the Food Standards Agency, which implies food hygiene standards are generally satisfactory. Laundry facilities are suitable for the size of the home and there is a plentiful supply of cleaning products which are stored in accordance with Control of Substances Hazardous to Health recommendations.

There are suitable security arrangements in place to protect people. Access to the home is secure, visitors make themselves known on arrival and staff check their identity and make sure they sign in and out of the premises.



Leadership & Management

Excellent

People achieve excellent outcomes because the provider has a very strong commitment to ensuring extremely skilled and knowledgeable staff are in the service at all times. Staff receive a combination of mandatory and specialist training relevant to the needs of the people they care for. Staff we spoke to say the training they receive is comprehensive and helps them deliver good quality care and support. In addition to training provided by the service, staff are encouraged to complete recognised qualifications in health and social care. We saw evidence confirming all staff have achieved or are working towards such qualifications. There are measures in place to provide staff with formal support. We looked at records in relation to supervision and appraisal and found staff are receiving the recommended levels. Staff we spoke to confirm this saying they feel “*well supported*”, “*Valued*” and “*Appreciated*”. As well as support from their line manager, staff can access an employee assist programme where additional benefits such as a confidential counselling service can be accessed. We saw staff follow robust company policies and procedures, which supports good outcomes for people.

The service operates a robust recruitment process to ensure staff are suitable to work with vulnerable people. We saw all the necessary pre-employment checks are completed. These include references from previous employers, employment history checks and Disclosure and Barring Service (DBS) checks. We were told people living at the service are involved in the recruitment process and often form part of the interview panel. On commencement of employment new staff complete a structured induction to help them understand their role and the care and support needs of the people they support.

Effective governance arrangements and strong leadership ensure good quality care and support for people. There is a dedicated, experienced manager who has responsibility for the day to day running of the home and is supported by a deputy manager. The manager completes monthly audits to monitor all aspects of the services practices. These audits help identify and action any issues as they arise and promote and uphold high standards of care and support. The RI is a visible presence at the service and has good oversight of service delivery. We looked at documentation which confirms the RI completes their regulatory required visits and analyses information in respect of service provision. Every six months a quality-of-care review is completed to assess the services performance and identify where improvements can be made. This process ensures the service operates smoothly and promotes quality and continuous development. The services ethos, aims and values are set out in it's Statement of Purpose. There is also a written guide available for people living at the service containing practical information about the home and service provided. These documents are available in a variety of formats to suit people's communication needs.

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.

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