



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ger Y Nant



Treharris



01443 411253

Date(s) of inspection visit(s): 03/09/2025, 05/09/2025

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:	4
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Ger Y Nant is a residential care home in Treharris, providing care and support for up to four people. The service delivers high-quality, person-centred care within a respectful and dignified environment. Care staff demonstrate a strong understanding of those they support, and personal plans are detailed, clearly identifying individual outcomes and safe support strategies. The service actively promotes people's rights and ensures care is provided in the least restrictive way. People experience positive well-being outcomes, supported by effective access to health and social care professionals. Medication management is safe and well-governed. People have autonomy over their daily routines and enjoy a broad range of meaningful activities.

Care staff are well-supported and receive training tailored to the needs of the people they care for. Recruitment practices are safe and compliant, with all necessary checks completed. Governance and quality assurance systems are robust, with the Responsible Individual (RI) and management

team maintaining effective oversight of service delivery.

The environment is safe, accessible, and well-maintained. People are encouraged to personalise their rooms, and communal areas are clean and comfortable. Procedures are in place to ensure facilities and equipment remain in good repair and safe for use.

Findings:



Well-being

Excellent

The service promotes choice and respects people's rights. A positive and empowering culture supports people to make their own decisions. Care staff actively encourage choice in daily routines, including meals, which are varied and well-presented. Mealtimes are respectful and dignified, contributing to a positive experience. Regular resident meetings provide opportunities for people to influence aspects of the service, including meals and activities. People have access to an extensive range of meaningful activities. People are supported to participate in activities both within the home and in the community. Engagement is monitored to assess progress and interest, ensuring activities remain relevant and enjoyable.

Well-being and safety are central to the care provided. Personal plans clearly identify potential risks and outline how they should be managed. Care staff adopt a person-centred approach, supporting people to maintain and improve their physical and emotional health. Referrals to external agencies are made when necessary, and all healthcare appointments and professional interactions are recorded, with advice followed up appropriately.

The accommodation at Ger Y Nant supports people's well-being. The environment is safe, secure, and well-maintained. Bedrooms are comfortable and personalised, with ample communal areas and accessible outdoor spaces for enjoyment. The home is clean, and all utilities and equipment are subject to regular checks and servicing to ensure safety and functionality.

People are protected from abuse and neglect through strong and well-embedded safeguarding practices. Clear risk assessments identify health and safety concerns and outline strategies to manage them. A robust recruitment process ensures care staff are suitable to work with vulnerable people. Care staff are trained to meet the needs of those they support and demonstrate a clear understanding of their safeguarding responsibilities. Detailed policies and procedures, aligned with best practice and statutory guidance, underpin safe and effective care.



Ger Y Nant provides an excellent standard of person-centred care which supports people in achieving their personal outcomes. Prior to admission, a thorough assessment is undertaken to confirm the service can meet the person's needs. A personal plan is then developed collaboratively with the person and, where appropriate, their representatives. The plans we viewed contain comprehensive information, clearly identifying personal outcomes and the most effective support strategies. Risk assessments address potential health and safety concerns and outline measures to mitigate them. Specialist plans are also in place to guide staff in managing complex behaviours and health needs. Personal plans are reviewed regularly to ensure they remain relevant as needs evolve. People are actively involved in both the planning and review processes and are routinely consulted about the wider service. A range of formal and informal opportunities are available for people to express their views.

Safeguarding measures are robust and effectively implemented. People are protected from harm and abuse. Where concerns arise, such as allegations of abuse, neglect, or improper treatment the manager makes timely referrals to relevant agencies, including local authorities. Care staff demonstrate a clear understanding of their safeguarding responsibilities, supported by appropriate training and comprehensive safeguarding policies. The provider promptly makes Deprivation of Liberty Safeguards (DoLS) referrals when care arrangements may restrict a person's freedom. Where individuals lack capacity to make specific decisions, best interest decisions are made following consultation with family members and relevant professionals.

People's health needs are well supported, and medication is managed safely and effectively. People receive their prescribed medication on time, supported by robust medication management systems. Medicines are securely stored and accessible only to authorised staff. Medication Administration Record (MAR) charts are accurately completed, confirming timely administration. The service follows a medication policy aligned with best practice guidance. Care staff receive appropriate training and are regularly assessed to ensure competence. Routine audits help maintain safe and effective medication practices. People's health needs are clearly documented in personal plans. People have timely access to health and social care professionals, and advice is sought promptly when required.

Infection prevention and control measures are effectively implemented. Care staff receive training in safe practices to minimise the risk of infection. Clear policies guide their approach, and personal protective equipment (PPE) is readily available and used appropriately. These measures help ensure people are protected as much as possible from infection-related risks.



Environment

Good

The environment at Ger Y Nant is well-suited to the needs of the people living there. Communal areas are clean, comfortable, and accessible, and people appear relaxed and content within these spaces. People have the freedom to choose where they spend their time, moving between their rooms and shared areas as they wish. Bedrooms are of a suitable size and personalised to individual preferences. The home also features a spacious garden with seating and a sensory area, which people have helped develop and actively enjoy.

The provider demonstrates a commitment to maintaining the premises and equipment to a high standard. A dedicated maintenance team ensures timely responses to any issues, and routine servicing of utilities such as gas and electricity is carried out by qualified external contractors. Fire safety is well-managed, with regular checks, a current fire risk assessment, and personal emergency evacuation plans in place for all people living at the service. Fire drills are conducted routinely to ensure safe evacuation procedures.

Health and safety audits are completed regularly to identify and address any environmental concerns. Hygiene standards are consistently high, with staff carrying out cleaning duties to maintain a tidy and sanitary environment. The kitchen has received a top rating of five from the Food Standards Agency, reflecting very good food hygiene practices. Laundry facilities are appropriate for the size of the home, and cleaning products are stored safely in line with Control of Substances Hazardous to Health (COSHH) regulations. During the inspection, a visual review of the premises identified several defects. These were discussed with the manager, who confirmed they had been reported to the maintenance team for prompt repair.

Security arrangements are effective. Access to the home is controlled, with visitors required to identify themselves and sign in and out, ensuring the safety of people living there.



People consistently achieve excellent outcomes due to the provider's strong commitment to maintaining a skilled and well-supported workforce. The provider ensures enough qualified staff are available to deliver high-quality care and support. Care staff are registered with Social Care Wales and receive both mandatory and specialist training relevant to the needs of the people they support. Care staff report feeling well-supported by the manager, and records confirm regular formal support including supervision and appraisal is provided. Care staff we spoke to gave positive feedback regarding the manager, using words like *"amazing"*, *"supportive"* and *"very good"* to describe them. Staffing levels are appropriate and were reflected accurately in the rota on the day of inspection.

The service operates a robust recruitment process to ensure staff are suitable to work with vulnerable people. All the regulatory required pre-employment checks are completed, including references, employment history, and Disclosure and Barring Service (DBS) checks. People are supported to be involved in the recruitment process giving them the opportunity to help choose their support staff. New staff complete a structured induction programme where they complete training and get to shadow experienced colleagues. Care staff we spoke to said this was useful as it helped them understand their role and the specific care needs of the people they support.

Effective governance and strong leadership underpin the delivery of high-quality care at Ger Y Nant. The home is managed by a dedicated and experienced manager, supported by a deputy, who oversee day-to-day operations. Regular audits are carried out to maintain and improve standards of care. The Responsible Individual (RI) maintains good oversight of the service and is a visible presence. Documentation confirms the RI completes regulatory visits and reviews service performance. A formal quality-of-care review is conducted every six months to assess outcomes and identify areas for improvement, supporting continuous development.

The service's ethos, aims, and values are clearly outlined in its Statement of Purpose. A written guide is also available for people living at the service, providing practical information about the home and its services. These documents are accessible in various formats to meet individual communication needs. Policies and procedures are aligned with current legislation and best practice guidance. They are regularly reviewed and updated as required.

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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