



Hafod Y Green



Hafod Y Green Nursing Home, Trefnant, Denbigh, LL16 4UN



01745730555

The inspection visit took place on 31/10/2025

Service Information:

Operated by:	Hafod Y Green Care Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	34
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:

Hafod y Green provides residential, nursing and rehabilitation care for adults with varying complex health and social care needs. It is in the village of Trefnant which is set within the Vale of Clwyd, between St Asaph and Denbigh. Hafod y Green can accommodate up to 34 people at one time.

People living at Hafod y Green experience excellent well-being outcomes because there is a dedicated activities team of staff who prioritise inclusion, interaction and engagement. The service goes over and above to provide a wide range of activities for people to take part in and maximises the space available to them to provide people with the best possible experience.

We found people's well-being and care and support is excellent because people receive highly person-centred, inclusive and pro-active support. People and relatives are consistently involved in decision making, and people's physical, emotional and mental health needs are well considered by care staff and management.

People at Hafod y Green live in a good environment as it is personalised, meets people's needs and is well-maintained.

Leadership and management of the service is excellent. There is highly effective and strong oversight of the service in place. The provider is heavily investing in the service in a range of ways to ensure and maintain the high standards of care.

Findings:



Well-being

Excellent

People have control over their lives as much as possible and are treated with dignity and respect. A visiting professional informed us, *“The staff and manager are exceptionally caring, professional and dedicated to their residents’ well-being. The home provides a warm, supportive and well-maintained environment where people are clearly valued, comfortable, and treated with dignity and respect”*. Wherever possible, the manager ensures people are part of reviews and medical consultations. People have a choice of varied activities to take part in, we heard and saw people enjoying these during our inspection visit. Welsh speaking staff are matched to Welsh speaking people. The service has an excellent understanding of people’s communication needs.

The service has developed community links with people visiting the local café. We observed warm, skilled and paced support being provided. The service promotes connection with friends and relatives and communicates proactively and regularly with relatives. Visiting relatives told us, *“They always look clean, looked after and her hair is always washed, the manager makes time for us every time we visit and communicates with us regularly.”*

People are safeguarded from abuse and neglect and supported to be involved in safeguarding processes where possible, if not their relatives are involved. The service has a strong understanding of mental capacity, best interest principles and codes of practice. There are very strong support systems to ensure any risks are promptly identified and addressed. Risk assessments are updated in a timely way, and steps are taken to reduce risks which are agreed together with people where possible. The provider learns from incidents and accidents, changing their processes and protocols when needed.

The service always prioritises people’s well-being, ensuring their accommodation not only meets their needs but also enhances their quality of life. All areas of the home are creatively utilised, meaning people can have the space they need to do the things they enjoy. The outside spaces are accessible for people in wheelchairs and outbuildings are seen as additional space for meaningful and creative activities to take place. An outbuilding is used in the warmer months of the year to make pottery, with its own kiln to fire pieces of work. A 3D printer is available for people to use as they wish, staff are trained in using the equipment so they can teach people how to use it. It was Halloween on the day of our visit, Halloween music was playing, decorations were displayed throughout the home and staff were wearing costumes. People’s well-being is considered when environmental works take place, ensuring breaks between work and reducing the impact on people as much as possible.



Care & Support

Excellent

People receive exceptional care and support to achieve their well-being outcomes. The manager assesses people's needs before they move to the service to ensure they can meet them. The service gathers relevant information from professionals involved in people's lives to provide up to date and person-centred support. Visiting professionals told us, *"The staff demonstrate excellent communication and team work, ensuring residents receive consistent, person-centred care"* and *"I have always found the staff to be polite and helpful, there is always a good ratio of registered nurses and care staff to provide safe and effective care for people, which I have to say can be quite challenging at times"*. Support is provided by a stable, dedicated and experienced staff team who have an effective understanding of people's needs and bespoke training is provided. The manager evidenced an up to date and detailed understanding of people's needs and a collaborative approach to providing care and support. A visiting professional told us, *"The manager e-mails me every month with the information I need and contacts in a timely way if there are any issues arising."* Care staff understand how best to communicate with people and how to support them to feel calm and reassured as much as possible. People have positive and warm relationships with care staff, we observed people laughing, smiling and singing with them. The management and care staff team have the knowledge and skills required to anticipate people's needs and to identify when their mood or mental health is changing. People are supported to attend appointments without delay and the manager advocates for appointments to take place within the home if travelling to appointments would cause distress.

Support staff are proactive in responding to people's mental and physical health needs and adjust their approaches accordingly. Personal plans are completed to a high quality, and underpinned with a person-centred, outcome focused approach. They are detailed and easy for care staff to understand. We saw evidence of structured and consistent care and support being provided which overtime has resulted in significant improvements in quality of life and dignity levels for people. Risk assessments are updated as people's needs change. There are processes in place to ensure personal plans are up to date and in line with risk assessments. Reviews take place in line with regulatory requirements.

Medication processes are safe and robust. Medication audits are completed by the management team to ensure valuable oversight and any actions identified are addressed in a timely way. The medication administration record charts we viewed contained the required information and had been signed correctly. Staff responsible for administering medication have their competency to do so assessed and they receive training in medication administration. If people are administered medication covertly, the appropriate processes are followed.



Environment

Good

People live in a home which meets their needs. People's rooms are spacious, personalised and reflect their interests. People can choose the colour of the paint in their rooms if they wish. There are lots of personal belongings and people's rooms are clean, tidy and homely. The service provider invests in the decoration and maintenance of the home to ensure it meets people's needs. A number of environmental improvements have taken place since the new provider has taken over, new fire doors, redecoration of the downstairs lounge, some bedrooms have also been refurbished and new wi-fi has been installed. There is a detailed plan in place for further refurbishments, and the manager and provider prioritise these accordingly whilst also considering the impact of work on people living at the service, ensuring they are completed in a paced way. There is enough space in the building for people to be able to socialise in busier or quieter communal spaces or have privacy in their own rooms. Indoor and outdoor spaces are used creatively to ensure people can access them as and when needed. We found the home to be clean and tidy in all areas. The service provider has infection prevention and control policies, with good measures in place. Moving and handling equipment is stored accessibly for those that need it, but safely out of the way to prevent trips and falls. The front entrance to the property is securely locked and visitors are required to sign in and provide identification on arrival.

People can be confident the service provider identifies and mitigates risks to health and safety with the manager and provider having very good oversight of the environment. If issues in the environment are identified, maintenance staff are available to address them. We saw a maintenance log in place which documents environmental issues identified by staff, these are dealt with in a timely way. The home has the highest food rating attainable. Routine health and safety checks for fire safety, water safety and equipment are completed, and records show required maintenance, safety and servicing checks for the gas and electrical systems are up to date.



Leadership & Management

Excellent

The service provider has arrangements, governance and oversight over and above what is expected to ensure the smooth operation of the service and high-quality outcomes for people. The manager is very experienced, and the RI visits the service in line with the regulatory requirements. Area manager audits also take place outside of these times. The governance arrangements in place evidence an impressive level of understanding of what the service is doing well, how it can improve and actions that will be taken to address improvements required. The manager and provider evidence a forward-thinking approach which aims to continually drive improvements in the quality of care people receive and the outcomes they achieve. A visiting professional told us, *“I have observed strong leadership and effective management from the manager, which is reflected in the positive atmosphere and the high standard of care delivered throughout the home.”* We observed a person-centred and passionate culture within the home, at all levels.

There are policies and procedures which contribute to the successful running of the service and inform care staff of what is expected of them. People are supported by care staff who are safely recruited, feel well supported and receive training to carry out their roles effectively. There are strict selection and vetting processes in place, so people know care staff are qualified and trustworthy. People achieve excellent outcomes as the provider has a strong commitment to ensure ensuring high numbers of skilled and knowledgeable staff are in the service. Care staff told us they like working at Hafod y Green and feel well supported. Care staff have formal supervision and annual appraisals in line with regulatory requirements and feel able to approach the manager with any issues they may have. The provider ensures care staff receive training appropriate to the needs of people. Training records are reviewed and updated by the management team to ensure training compliance. Care staff are registered with Social Care Wales, the workforce regulator, or are in the process of doing so. Nursing staff are registered with the Nursing and Midwifery Council. Staff team meetings are held several times throughout the year.

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.

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.