



Daffodil House



Church Road, Tonteg, Pontypridd, CF38 1EW



01443 205419

The inspection visits for this service took place between 21/07/2026 and 27/07/2026

Service Information:

Operated by:	PARKCARE HOMES (NO.2) LIMITED
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	9
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

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People experience positive outcomes and achieve good levels of wellbeing. They have choice and control over their daily lives and are supported to maintain independence, dignity and meaningful relationships. Support workers know people well, respect their preferences and communicate in a kind, patient and professional manner.

Care and support is good and delivered consistently, based on individual needs, strengths and personal outcomes. Comprehensive assessments and regularly reviewed care plans provide support workers with clear guidance to support people safely and effectively. Support workers respond promptly to changing needs and work collaboratively with health and social care professionals to promote positive outcomes.

The environment is clean, comfortable, safe and well maintained. People have access to communal and private spaces that support their wellbeing, privacy and independence. Robust

systems are in place to monitor health and safety.

Leadership and management is good. The service is in the process of recruiting a new manager. Support workers have the correct training, recruitment practices are effective, and governance and oversight systems are in place to support the running of the service.

Findings:



Well-being

Good

People experience positive wellbeing outcomes because they are treated with dignity, respect and kindness. Support workers know people well and provide personalised care and support that reflects their individual wishes, preferences and strengths. Overall, we observed a calm and relaxed atmosphere throughout the home. We saw one person confidently approach support workers when they needed reassurance and support was provided in a timely and respectful manner. Feedback from relatives is in the main positive, they told us, *“The staff are lovely, he seems very happy”*, *“All staff are kind, compassionate and treat him with total respect”* and *“They really listen to me, it’s refreshing to have a service that is so open and collaborative.”* Where relatives have any issues, they are encouraged to raise them with management.

People are supported to make meaningful choices about how they spend their time and are supported to achieve their personal goals. Support workers encourage people to take part in activities that interest them and help them maintain strong links with their local community if appropriate. Some people are supported to ensure their safety by undertaking low arousal activities. The service reports a reduction in behavioural incidents due to the support provided with daily choices. The service has recently recruited an activity co-ordinator, who will be responsible for identifying and risk assessing activities for people.

People are safeguarded from abuse and neglect. Support workers receive safeguarding training and are aware of the procedures for reporting concerns. A safeguarding policy is in place and aligned with current statutory guidance, supporting support workers to respond appropriately when issues arise. Risks to people’s health and safety are assessed and managed effectively, helping to promote people’s well-being. Policies and procedures for complaints and whistleblowing are accessible. Risk assessments highlighting areas of concern are completed and regularly reviewed. There are measures in place to ensure medication is safely stored and administered.

Support workers create a calm, structured and low-arousal environment that supports people’s emotional well-being. They understand the impact sensory experiences can have on individuals and adapt support accordingly. Support workers recognise signs of anxiety or distress and respond in ways that reassure people and help them feel safe. We observed warm and positive interactions between staff and people throughout the inspection. People appear relaxed, comfortable and confident in their surroundings, demonstrating that they feel secure in their home environment.



Care & Support

Good

Care and support is good because people receive personalised care that reflects their assessed needs, preferences and desired outcomes. The service completes detailed assessments before people move into Daffodil House. A planned transition process enables staff to get to know individuals, understand their needs and preferences, and determine whether the service can provide appropriate support. The provider considers people's language preferences and can access Welsh language resources when required.

Support workers know people very well and demonstrate a strong understanding of their communication methods, sensory preferences, daily routines and behavioural support needs. Support workers use this knowledge to provide consistent, person-centred support that reflects individual wishes and promotes wellbeing. We observed warm, respectful and positive interactions during the inspection. Support workers communicate calmly, use low-arousal approaches and respond sensitively to people's needs.

Personal plans are detailed, regularly reviewed and supported by comprehensive risk assessments. The plans provide clear guidance about how support workers should support people safely while promoting independence, choice and control. Management work closely with families and a range of health and social care professionals to ensure changing needs are identified promptly and responded to appropriately.

The service has a Positive Behaviour Management (PBM) Lead who provides oversight, guidance and specialist support to support workers. This helps ensure behaviour support approaches remain proactive, person-centred and focused on improving quality of life. The service is also introducing the 'Outcome Star', an evidence-based tool that supports people to identify goals, measure progress and demonstrate positive change over time. This initiative strengthens outcome-focused practice and helps staff evidence the impact of support provided.

The service implements effective measures to protect people from harm. Support workers demonstrate a clear understanding of safeguarding processes, recognise potential concerns and follow appropriate reporting procedures. The service maintains detailed records of incidents and accidents and completes robust risk assessments that support safe practices while enabling people to take positive risks.

People receive their medication as prescribed and support workers support them in accordance with national guidance and service policy. Support workers complete appropriate training and competency assessments before administering medication. People also have access to healthcare services as required, ensuring their physical and emotional wellbeing is monitored and supported.



Environment

Good

People live in their own flats or bungalows within the service, which provide private and personalised homes that reflect their individual preferences, interests and lifestyles. This arrangement enables people to maintain control over their daily routines, make choices about how they spend their time and enjoy a greater degree of independence. People personalise their homes with their own belongings, furnishings and decorations, creating familiar and comfortable living spaces that support their sense of identity and belonging.

The service also provides access to shared facilities, including a communal kitchen and lounge. These areas encourage people to socialise, build and maintain relationships and take part in activities with others. People choose when they wish to spend time in communal areas and when they prefer the privacy of their own space. This approach successfully balances opportunities for social inclusion with respect for individual choice and personal space.

The service designs the environment to meet the needs of people supported. Calm surroundings, predictable layouts and comfortable living spaces help reduce unnecessary stress and support emotional well-being. The environment feels welcoming, homely and purposeful. During our visit, we found the premises clean, tidy and well maintained throughout.

The provider demonstrates a strong commitment to maintaining the premises and equipment to a high standard. Effective systems ensure the environment remains safe, suitable and fit for purpose. The provider arranges routine servicing and safety checks for utilities, including gas and electrical installations, through appropriately qualified contractors. Staff promptly report maintenance issues, and the provider takes action to address repairs in a timely manner.

The service maintains robust health and safety arrangements. Staff complete regular environmental checks and identify potential risks promptly. Records confirm that staff regularly test fire alarm systems and maintain an up-to-date fire risk assessment. Each person has a Personal Emergency Evacuation Plan (PEEP) that clearly outlines the support they require in an emergency. Staff participate in regular fire drills and training, ensuring they understand their responsibilities and can respond effectively if an emergency occurs.

The service maintains good standards of cleanliness and hygiene. Support workers follow cleaning schedules and ensure communal areas, kitchens and other facilities remain clean and well presented. Kitchen facilities support safe food preparation and storage practices. Laundry facilities meet the needs of the service, and staff store cleaning products securely in accordance with Control of Substances Hazardous to Health (COSHH) requirements. The provider is in the process of employing a dedicated cook/housekeeper.



Leadership & Management

Good

Leadership and management is good because effective governance and quality assurance arrangements support the delivery of safe, high-quality care. Since the service registered with CIW, systems and practices continue to develop and embed. Management demonstrate a clear understanding of the service's strengths and areas for improvement and show a strong commitment to continuous development. The Responsible Individual (RI) maintains a visible and active presence within the service and regularly works from the service location. This provides staff with access to leadership and enables the RI to maintain effective oversight of the quality of care provided. The RI knows people and staff well and promotes an open and supportive culture where concerns, ideas, and improvements can be discussed.

The service has experienced several changes in management following registration. However, the RI recognises the importance of providing stability and consistency moving forward. The provider will appoint a new manager and put arrangements in place to support them in their role. The RI confirms the manager will receive structured mentoring to help develop their leadership skills, strengthen their confidence, and support the continued growth of the service.

The provider implements systems to monitor and improve the quality of care. These include regular audits, quality assurance checks, and consultation with people, staff, and professionals. Management use the findings from these processes to identify areas for development and drive improvements.

People receive support from a skilled, knowledgeable, and committed staff team. Support workers tell us they enjoy their roles and feel valued by management. They speak positively about the support they receive and consistently describe managers as approachable, responsive, and supportive. Support workers demonstrate a good understanding of people's individual needs and remain focused on delivering person-centred care.

Support workers complete mandatory and role-specific training relevant to the needs of the people they support. Management monitor training compliance and ensure staff receive regular supervision to reflect on their practice, discuss performance, and identify development opportunities. These arrangements help support workers maintain and develop the skills needed to provide effective care and support.

Recruitment processes support people's safety. Records show the provider completes all required pre-employment and regulatory checks before staff begin work. This helps ensure the service employs suitable staff with the appropriate skills, experience, and character to work with vulnerable people.

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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