



## Inspection Report on

**Heddfan**

**Whitland**

## Date Inspection Completed

07/08/2023

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## About Heddfan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CARNINGLI TRUST (THE)
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	15 March 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People lead happy lives at Heddfan. An established staff team have the same interests as the people living in the home – they know people well, interact in a kind and caring manner and provide appropriate support to each person every day. People lead happy and fulfilling lives and do things that are important to them. The large gardens are full of vegetables growing in the polytunnel and an allotment. Each person is encouraged to have a voice, and care records clearly describe how care workers are to meet people's individual needs.

An established, enthusiastic management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) is well-known to people in the home and the staff team, and regularly visits to talk to people and care workers to obtain their feedback about the service.

Care workers say they feel supported by the management team and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

### Well-being

People have control over their day-to-day lives because care workers routinely invite each person to be involved in decisions about their support. All care workers are familiar to people, giving them confidence their needs and preferences are understood. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people.

A relaxed atmosphere in the home helps people and their relatives feel at ease. Care workers regularly give people the time they need to talk, and we saw good-humoured conversations throughout the visit. People are encouraged to personalise their surroundings in whatever way they wish. People feel safe, relaxed, and comfortable, and know how to raise any issues if they want to. In addition, their personal information is well-protected.

People make choices and decisions about how they spend their time and are supported to do this by care workers. People are relaxed, comfortable and know what opportunities are available to them. This includes a range of leisure pursuits, volunteering, working on an allotment and utilising a wide range of skills to produce fantastic art and crafts. Each person has the opportunity to do their own cooking each day and there is a good-sized kitchen that suits everyone. One person smiled broadly and said, *“Oh yes, we do cook, and sometimes we eat together, and sometimes we don’t.”*

The home does not provide an 'Active Offer' of the Welsh language because there is currently little demand for exclusively Welsh speaking support. Some staff members are Welsh speakers and documentation would be made available bilingually if the need arose in the future.

Overall, people have accurate and up-to-date plans for how the service provides their support. The staff team work hard at ensuring people are as independent as possible: a detailed recording system provides a clear record of people's support arrangements, with risk assessments and personal plans describing all health interventions. People are invited to sign their care documents to denote their agreement to the contents. One-page profiles describe what is important for each person and senior staff regularly review all documents so they remain up to date. Personal evacuation documents are in place that describe how people are supported to leave the building in times of emergency.

There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

The staff team are committed to supporting people in a wide range of activities every week. This is because new employees are recruited who have the same interests as the people they would support: the management team employs staff with the right attitudes initially, to develop their skills in time. This has developed into a long-standing staff team and also means the staff team are familiar to people.

Care workers receive regular support, guidance and training and can access policies and procedures to enable them to protect vulnerable people. They have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the management team but would contact external agencies such as the local safeguarding office if they thought they needed to.

## **Environment**

People receive support in a suitable environment. The property is spacious, homely, warm and clean. People say they feel comfortable and happy living there. People can choose

between various communal areas as well as a garden where they are able to spend time relaxing with friends and relatives. Each person's private room is personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and furniture. The building is easy to navigate for people to visit friends and receive visitors where they wish.

Care workers, together with people in the home maintain the external areas/gardens to a high standard. There are a number of outbuildings currently being adapted to workshops, storage areas and an office. Within the extensive lawns, vegetable-growing areas have been developed, including an allotment and a polytunnel, all containing a variety of vegetables people have grown.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are securely stored, so are only available to authorised members of the staff team.

Clear infection control procedures are in place. Fire exits are free of obstructions and all COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

## **Leadership and Management**

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI is well-known because they are in regular contact with people and the staff team. Regular

audits monitor all aspects of people's care, including medication, all environmental aspects and record keeping, and any issues are resolved in a timely manner. People and their relatives can complete surveys to ask for their opinions on the quality of support they receive. The home ensures each person has a copy of the complaints policy. People say they know how to make a complaint if they need to, and are confident the provider would listen to them if they did.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before any new employee starts work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme is detailed and links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' In addition, people in the home are invited to be involved in staff interviews to ensure they get the right employees to support them.

Care workers are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep current with all developments in the home. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports. Employees discuss any issues they wish to raise in three-monthly supervision meetings.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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