



## Inspection Report on

**Cwmaman Care Centre**

**CWMAMAN CARE CENTRE  
MORRIS STREET CWMAMAN  
ABERDARE  
CF44 6HW**

**Date Inspection Completed**

**17 September 2021**

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## About Cwmaman Care Centre

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Supreme Care Wales Ltd.
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	10 April 2019
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Cwmaman Care Centre is registered with Care Inspectorate Wales (CIW) to provide personal care and accommodation for a maximum of 49 people. The home is situated in the village of Cwmaman near Aberdare. There is a nominated individual who provides strategic oversight for the home. There is a manager appointed who is registered with Social Care Wales.

People feel happy and settled within the home. The environment is homely, secure and clean. People are able to positively occupy their time and every effort is made to maintain contact with family and friends. Infection control measures are of a good standard and PPE guidelines are followed. Policies and procedures maintain the safety and well-being of people who live at the service. The management team are committed to the ongoing development and improvement of the service.

There is bilingual English/Welsh signage, the home is able to offer the service user guide, and statement of purpose in Welsh if required.

## Well-being

Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care staff have a very good knowledge of people and are, therefore, able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. People's individual dietary needs are considered and healthy, nutritional meals ensure people remain healthy. A range of choice is offered and kitchen staff can respond to individual requests for meals. Equipment such as a call bell system is available and this enables people to get the care they need at the right time.

A sense of safety and security is essential to a person's well-being. Aspen House does provide that for the individuals living there with one person telling us they "*felt safe*". The supporting mechanisms were robust. Staff told us that they were aware of the All Wales Safeguarding Procedure and know how to make safeguarding referrals. Staff told us they feel confident raising issues with management and believe they would be acted on. However, one staff member feels confidentiality could be better.

The pandemic has had an impact on training and staff supervision. We saw evidence that this is improving. Staff told us they receive sufficient training to meet people's needs. We spoke with residents who told us. "*I like living here*". "*The staff are lovely*"

Policies are up to date and service specific. There is a statement of purpose, which is a document that sets out information about the service provided. The RI has a robust oversight of the service and carries out visits to the home as required by regulations.

People live in suitable accommodation, which overall supports and encourages their well-being. Rooms are personalised with items of their choice.

## Care and Support

Personal plans identify people's current care needs. We examined people's care files and saw they provide up to date clear information on the individual's needs. Personal plans in place cover areas such as personal care, diet and nutrition, communication, cognition, behaviour and mobility. We found detailed risk assessments are completed. We saw care workers interacting with people throughout the inspection. People told us "*staff are very lovely*" and "*everybody is kind*". Meals are freshly prepared and we found that they are well presented and served efficiently. People told us that they enjoy the meals and could always have something different if they wished. People said, "*The food is good*" and "*very good*". Care workers respond quickly to call bells and any requests of help and there are robust medication processes in place.

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. Staff speak in a friendly, caring and respectful way and people respond positively. We witnessed positive interactions during the inspection; we saw care staff supporting people in a dignified manner.

There are generally consistent and appropriate staffing levels in place to meet the care and support needs of people living at the service. There are appropriate staffing levels for each shift, with many staff having worked at the service for a significant period. The manager told us that the pandemic had put staffing levels under pressure and they relied on the staff team to cover absences. Recruitment is an ongoing process

There are safety systems to help limit risk to people, such as a key pad secured door and a sign in book for visitors on arrival. Staff have knowledge of the safeguarding procedures and understand how to raise a concern. People living at the home said they feel safe and well looked after. There are policies and procedures to help keep people safe, and these are regularly reviewed to ensure they remain current.

We saw people taking part in activities. We were told that activities have been limited by the need to maintain social distancing.

## Environment

On arrival, we found external doors secured to prevent unauthorised access. On entering the building, we signed the visitor's book and staff checked our identification documents.

The service has appropriate infection control measures and visiting procedures. Care workers say there are sufficient supplies of personal protective equipment (PPE) and they know what to use when, and how.

The home environment is clean and decorated to a good standard. Bedrooms are personalised. Refurbishment is on-going with plans to replace carpets in the corridors of floors one and two.

Substances hazardous to health are stored safely. Sufficient domestic staff are in place to maintain daily cleaning and laundry duties.

We found treatment rooms and staff offices securely locked to ensure confidential files and medication is stored safely. Maintenance records confirm the routine completion of utilities testing. The auditing and servicing of manual handling equipment are up to date and fire safety tests and drills are completed. Personal evacuation plans are in place so that staff understand the level of support people require in the event of an emergency.

We saw that there are no window restrictors in place and were told that the installers said they are not required. We recommend that the provider arrange a risk assessment to determine if they are required or not. All confidential files including care and staff files were stored securely. We saw people's right to privacy is respected within a secure environment and people are protected from exposure to hazardous substances.

## Leadership and Management

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Whilst the majority of required information is in the staff recruitment files, we found the service did not record if they were satisfied with explanations of employment gaps and an assessment of candidates' linguistic ability was not noted. Management told us they would address this. Staff do not start work until all their pre-employment checks are completed. Care staff have relevant qualifications. New staff go through an induction programme, and all staff have on-going training. The service has found it difficult to source face-to-face training through the pandemic but we were told by management this is being addressed via on-line training. Staff nevertheless are positive about their training, saying they feel competent and comfortable in their roles.

Staff mostly say the management is supportive and they feel valued. They told us they enjoyed working with residents and with team members. Not all staff have regular supervision to reflect on their performance, identify support they might require and discuss any issues. There had been a reduction in supervision during the pandemic; however, we saw that regular supervision is now being implemented. We looked at a selection of relevant reports and documentation. The service meets all legal requirements about submitting notifications as we were informed of relevant events.

Policies and measures such as for complaints, incidents, medication and safeguarding, are in place and have regular reviews and updates. Appropriate governance, auditing, and quality assurance arrangements are in place to ensure the home runs smoothly, and delivers good quality care. These systems help the service to self-evaluate, and identify where improvements are required. We evidenced that regulatory requirements of the role concerning three monthly service visits and quality of care review records are met.

The service provides good information to the public. A revised Statement of Purpose sets out the service's aims, values, and delivery of supports to ensure it meets regulatory requirements. A written guide contains practical information about the home and the care provided.

The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.





**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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**Date Published** 13/10/2021