



# Inspection Report on

**Heddfan residential Home**

**Merthyr Tydfil**

## **Date Inspection Completed**

18/07/2024

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## About Heddfan residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Marilyn Murray
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	20 January 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Heddfan provide person-centred care and support, encouraging and facilitating people to pursue work and leisure interests of their choosing. The service is family-run, with a small staff team and a small group of people living there, who all seem to have warm, close relationships with each other. There have been some changes to the group of people living at the house, which have been handled sensitively and supportively by care staff. People's personal plans are person centred and their quarterly reviews show photographs of activities and daily living skills.

The Responsible Individual (RI) and manager both live nearby, are very hands on and happy to share positive experiences such as spending time with their horses and pets. The environment is homely, clean, and well maintained. Health and safety and fire checks are up to date. The care staff speak highly of the manager, feel supported, and well trained in their role. The RI completes the required quality assurance monitoring and quality of care reports. The RI and manager have plans to develop the service further in the future. There is currently no one living at Heddfan that requires a Welsh language service.

## Well-being

Heddfan supports people to have control over their day to day lives and do things they like, and that matter to them. People are treated with warmth, dignity and respect. The ethos of the service is that it's the people's home; the staff are there to help them live the best lives they wish for. They are consulted with about all aspects of their home life, and their wishes are listened to and responded to. We spoke to people living at Heddfan and they proudly showed us poems they had written, art they had made, and told us about the jobs they have in the community. They also told us about a holiday they are planning to take all together, after the success of the group holiday they had last year. People walk the manager's dog, and visit their horses, which are in nearby stables.

The manager and care staff have positive relationships with people's families. When we arrived, one person was baking a cake that they used to bake with their parent and wanted to share it with the group. Family members have complimented the team, saying: *"what a great home for stretching the residents to maximise their abilities, with great love and care for each individual"* and *"All at Heddfan have given them the best life"*. People are encouraged and supported to have their families visit them, and also to go and visit their families whenever possible.

People are supported to be as healthy as they can be by getting the right support at the right time. One person received support from a Macmillan nurse whilst living at Heddfan, and the nurse commented: *"what a lovely home, you can see the care as soon as you walk in the door"*. Care staff know the people they support very well and can quickly recognise any changes in their presentation and general wellbeing. Care is provided in line with any guidance from external health professionals and people are supported to attend and appointments they may have. There is only a small amount of medication that care staff administer to people at Heddfan. We saw this is stored safely and administration is recorded appropriately. Care staff receive medication training, and there is a medication policy in place for guidance if needed.

There are systems in place to protect people from potential harm and abuse. The manager and care staff are competent with the safeguarding process and understand when referrals to the safeguarding team may be required. Safeguarding training has been completed and there is an up to date safeguarding policy in place.

## Care and Support

People have very positive experiences of living at Heddfan. Care staff encourage and facilitate people to achieve their own chosen outcomes, from the basis of a close, family-like unit at home. There has been a change in the people living at the home, with a new person joining the group a few months ago, and some long-standing residents no longer at the house. Care staff have supported the existing individuals with the change and helped them make the new person feel welcome and part of the unit.

Personal plans contain the information needed for care staff to provide people with the care and support they need; in the way they want it. Plans are person-centred, and give detail on people's interests, priorities and preferences. There are detailed quarterly reviews in place, completed with people for them to choose their own goals and outcomes for the next three months. Photographs are taken of trips, activities and tasks, and these are included in the reviews as evidence of outcomes being achieved. Care staff fill out daily diary which enables staff to record people's mood, activities and behaviour each day, and a health book ensures any samples, tests or appointments are kept. There is only a small staff team, who handover information from one shift to the next.

Care staff support people to eat as varied and as balanced a diet as they can. After Christmas, people living in the house agreed that they would like to adopt more healthy eating and a more active lifestyle. We saw evidence of staff consulting people about food and meals they would like to cook, and each person decided how they would like to individually be more active, such as dance classes, walking the manager's dog and going to the gym.

There are infection control measures in place to help keep people safe from the transmission of COVID-19 and other potential sources of infection. Staff have access to a supply of appropriate personal protective equipment (PPE). There is an infection control policy in place. Care staff clean throughout the home daily.

## Environment

People live in an environment which supports their wellbeing. Heddfan is a domestic house, at the end of a quiet road, which is decorated in a warm and homely way. People's bedrooms are personalised and contain belongings which are important to them. There is an accessible garden, which people make use of. We observed everyone clearly relaxed and comfortable in their home. Care staff support people to clean their bedrooms and en suite bathrooms themselves, as well as giving support to do laundry where needed. All food is prepared by both staff and people living at the home in the domestic kitchen, which follows food hygiene guidance to prevent cross contamination.

Facilities and utilities are maintained to minimise risks to people's health and safety. We saw evidence of servicing and maintenance of gas, electric and water supplies. The home has had a recent fire safety inspection from South Wales Fire and Rescue, which found them compliant. Fire drills and alarm checks are completed. The entrance to the home is accessible, as is the outside space. All the bedrooms are accessible only by stairs, and therefore people's mobility is considered as part of the assessment for their placement.

## Leadership and Management

People are supported by a small, stable team of staff. Most of these have worked at the service for many years, and the staff team has not changed since our last inspection. Recruitment process gather all the required information, including employment history and references, to ensure people are suitable to be employed in their roles. Care staff have regular Disclosure and Barring Service (DBS) checks and are registered with Social Care Wales, the workforce regulator.

Care staff are trained and supported in their roles. The manager oversees training and makes sure refreshers are completed when they're due. Care staff told us they feel knowledgeable in their roles and are happy with the training they receive. One care staff member told us how supportive they find the manager and RI: *"They've been great. [Manager] has been so supportive the last few months, both professionally and personally, just there for all of us when we need her"*. The staff team have a very close working relationship and can speak to the manager at any time. Formal supervisions are also completed regularly, reflecting on practice and discussing areas for professional development.

Quality assurance processes are in place to support the smooth running of the service and to identify ongoing improvements. The RI lives nearby and completes quarterly monitoring visits as required. These acknowledge that *"this is the residents' home, and as such they are consulted on everything"*, which sets the ethos for the rest of the staff team. Biannual quality of care reports are completed using information gathered at the quarterly monitoring visits, and feedback from people living at Heddfan, relatives and staff. Strengths and weaknesses of the service are identified and goals put in place to continue to develop the service and the experience of the people living in the house.

### 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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