



## Inspection Report on

**Heddfan**

**Heddfan  
Whitland  
SA34 0NN**

### **Date Inspection Completed**

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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	
Does this service provide the Welsh Language active offer?	Working Towards. 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.

### Summary

People and their families are happy with the care and support they receive. People have meaningful relationships with staff who promote their independence and well-being.

People's representatives are involved in reviews and are kept up to date with any changes to care and support needs.

There are opportunities for people to do things that matter to them within the home and the community. Independence and choice are encouraged and supported whilst risks are assessed and managed.

Care staff are trained and in sufficient numbers to undertake their role. Management and the Responsible Individual (RI) are supportive and approachable.

There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

## Well-being

People are respected and have choice and control over their daily lives. A wide variety of communication methods ensure people are enabled to have their voice heard, and it is clear their wishes are important and are taken into account.

Staff are equipped with knowledge and experience that enables them to be flexible in their approach to meet the needs of the individuals.

People feel valued. They are supported and encouraged to achieve their potential through accessing various community venues (Gym, walking club), activities and voluntary work suited to individual needs and preferences. People contribute and are part of their local community.

People are safe because risk assessments protect them from harm, whilst promoting their independence.

Family relationships are well maintained through telephone/video calls; visits to the service and where relatives are unable to visit the care staff take the individual to visit their relatives.

## Care and Support

People and their representatives are happy with the care and support they receive. Experienced and trained staff care for people. Individuals told us *“the staff are really good we go out and see family and stay over or family come here”*. We saw meaningful interactions between people and care staff. Care staff use a number of different ways to encourage communication and interaction with people who are unable to communicate verbally. This includes individual communication picture books, and picture cards/visual aids to ensure they make their wishes and preferences known.

Person centred plans are tailored to each individual. They encompass details on communication methods, behaviour strategies, personal care, life skills, challenges and goal setting. People are encouraged to fulfil their potential and be as independent as they are able to be. People develop personal, independent living and employability skills through voluntary work, being self-sufficient with their vegetables (growing, caring for and picking) in their poly tunnel/allotment.

People, their representatives, care staff and health care professionals are involved in care plan reviews. Reviews are completed in line with requirements (three monthly) or as and when people's needs change.

People are kept safe and regular assessments are completed to manage risk and promote independence. Care staff are aware of the guidelines and procedures to follow if they feel an individual's safety or well-being is compromised.

The pandemic and lockdown impacted on the activities that people usually participate in. During this time, care staff encouraged people to participate in various activities in the grounds of the home. They were able to utilise the outside activity areas to promote people's physical and mental well-being. This included woodwork (two bird feeder tables), working in the poly tunnel, looking after the chickens and arts and crafts in the cabin.

## Environment

The provider ensures the building is well maintained and supports the people living there. Regular audits are undertaken to ensure the building and any equipment used are safe and appropriate for use.

Outside there are different spaces where a range of activities take place, including woodwork, music, looking after the chickens, poly tunnels, quiet seating areas and arts and crafts. The produce they grow is enjoyed at mealtimes and if there is more than they need, they give to visitors, staff and neighbours. A member of staff told us *“During Covid we were lucky with the resources we have here”*.

People are encouraged to decorate their room to their own taste and preferences. We saw each individual’s room is decorated to their liking, each room had a wall that is papered. Each individual picked the wallpaper of their choice, one was animals in woodland and another was Marvel. All the furniture and personal belongings are as the person wants. People look after their rooms with support when needed from care staff; they also tidy all other areas in the home with support.

Infection control procedures are in place and care workers use all necessary personal protective equipment when providing personal care. People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their arrival in the visitor’s book when entering. Hand sanitiser and PPE is available to all staff and visitors throughout the home.

There is an effective audit system in place to ensure any issues are identified and addressed within appropriate timescales.

## Leadership and Management

The RI has a good oversight of the service, their quarterly reports focus on the safety and well-being of the people. We saw reports that show the RI seeks the views of the people and staff and that action is taken as a result. One staff member told us *“She (the RI) is always there if we need support, she is part of the team”*.

Policies are mostly up to date. The Complaints policy requires amending to ensure the information provided is accurate. This is being addressed by the manager and will be checked at the next inspection.

There is a clear recruitment system in place and a contract of employment is subject to appropriate references and Disclosure and Barring Service (DBS) checks.

Care staff receive regular training including all mandatory training and more specialised training where needed to ensure they have the skills and knowledge to support individuals' needs.

Care staff also receive regular one to one supervision. Care staff told us that the manager and RI are approachable and supportive and that they feel confident to undertake their role. One staff member told us *“Managers (manager/deputy/senior/RI) always have time to listen to you, I love the job, and we really are a team who are here for the guys and each other”*.

Care staff we spoke to demonstrated a good understanding of the safeguarding policy and procedure and stated they would feel confident reporting any concerns they have.