



Inspection Report on

Hafan Deg Residential Care Home

**Hafan Deg Old Peoples Home
Temple Terrace
Lampeter
SA48 7BJ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

22/11/2022

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About Hafan Deg Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	20
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This focused inspection is to review the open Priority Action Notice (PAN) around the internal environment.

The provider has an improvement plan and has made some progress in refurbishing the environment. The progress has been delayed because of the availability of materials and contractors to complete the work. The provider has been open with CIW on the progress and challenges during regular update meetings. The PAN will remain open and we will test for compliance in the next inspection.

People who live and work at the home are positive about the service and are looking forward to the completion of the upgrades and opening the new section specifically for people who live with dementia.

Well-being

People receive person centered support and now restrictions have lifted they are re-starting to do things that matter to them. An individual told us about activities in the service, visiting the local shops and hairdressers, they said *“we had a brilliant day out last week and we are looking forward to more activities but want to stay safe from the virus”*. Care workers are patient and understand people’s individual needs a person told us *“the staff are brilliant here”*. People can talk to each other and staff in Welsh or English as they choose. Interactions are friendly and relaxed.

People are involved in decisions and express their views about the service. People are pleased with the work already completed and are looking forward to the next phase of refurbishments. There is a general interest in the development of the new unit. The provider’s aims to enhance people’s overall health and well-being by improving the rest of the environment.

People have a voice because the provider involves them and/or their representatives in quality assurance audits. Staff contribute with ideas and suggestions to improve the quality of service during quarterly visits. The provider checks the progress of the refurbishment plan during their quarterly visits and clearly explains reasons for any delays.

Care and Support

Care and support was not a focus of this inspection, however our discussions with people who live and work at Hafan Deg, again show the service is meeting people's health and well-being.

People are positive about the staff and the support they receive; we observed many encouraging and friendly interactions. Experienced care workers understand people's needs and enjoy spend quality time with them, a worker told us "*the residents are lovely and I love stopping to have a chat with them*". Everyone is looking forward to the completion of the refurbishment programme.

Environment

The provider has made improvements to the furniture, hallway flooring and four bedrooms since the last inspection. The service is in the process of replacing fire doors and woodwork following an inspection from the Fire Service. Further refurbishments have been delayed because of the availability of materials and contractors to carry out the work. The provider is also renovating an area of the building and grounds to specifically support people who live with dementia.

People are positive about the work that has already been completed and we were told *“my room has been decorated, it’s great and really lifted my spirits”* and *“it’s exciting and the work will be worth it once it’s finished”*. Staff are also looking forward to the completion of the refurbishments and we were told *“we’re getting there and it’s a big improvement, especially the flooring”* and *“the building work is going well and it’s nice to see it’s getting done and will be nice when it’s finished”*.

Although the Priority Action Notice remains open the provider has informed us about the issues they are experiencing around completing the work that is outside of their control.

Leadership and Management

Leadership and management was not part of this focused inspection. However, the provider has good arrangements to monitor, review and improve the quality of the service. The latest Regulation 73 report is comprehensive and details the progress of the refurbishment plan and highlights any barriers. The provider has been maintaining regular contact with CIW around the challenges in completing the refurbishments.

People who live and work at the service are positive about the leadership and a care worker told us *“[manager and deputy] are great, couldn’t ask for more, so approachable and supportive. The seniors are also a great support to us”*

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
44	Premises	Not Achieved

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
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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