



## Inspection Report on

**Calon Fawr Care and Support Services Ltd**

**Calon Fawr Care And Support Services  
Garndiffaith  
Pontypool  
NP4 7QN**

## **Date Inspection Completed**

07/11/2023

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## About Calon Fawr Care and Support Services Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Calon Fawr Care and Support Services Limited
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">[This is the first inspection since the service was registered under The Regulation and Inspection of Social Care (Wales) Act 2016]</a>
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

This service provides care and support to people living in their own homes and was first registered with CIW in February 2023. This is our first inspection. The quality of care and support is consistently good. People and their relatives are very happy with the care and support they receive.

The Responsible Individual (RI) for the service is also the manager. The service is well organised and run with the wellbeing of people it supports at the heart of all decisions. Care staff enjoy their work and have positive relationships with the people they support. Care staff feel valued and well supported. They are safely recruited and trained in all relevant aspects of their work.

## Well-being

People are supported to achieve positive outcomes. People receiving support and their relatives are very complimentary about the quality of care. People told us about where their mental and physical health had been greatly improved as a direct result of the care and support, they receive. The service works closely with health and social care professionals on behalf of the people they support. We saw examples of people enjoying significant reductions in their general levels of anxiety, which has improved their social confidence and relationships. Also, where the service has chased up physical health conditions with their GP which led to earlier diagnosis and treatment to improve their health.

People and their relatives commented *‘the manager and care staff are all very caring people, they identify issues and chase them up until they are resolved, we are so grateful.’* And *“we are very pleased with them all, they always go the extra mile, and nothing is too much trouble.”*

The service protects people from harm and abuse. They have a policy which is aligned to current guidance and care staff are familiar with procedures to report any concerns. Care staff receive training in the Safeguarding of adults at risk of harm.

## Care and Support

The quality of care and support is consistently good. Care staff treat people with dignity, respect, and genuine compassion. People are consulted about how they would like to be supported in each specified area and what outcomes they would like to achieve. The service works closely with people to produce their initial personal plans. Health and social care professionals are involved in these plans wherever relevant. The plans are clearly written and inform care staff how best to support each person. Plans contain information about the person, their social history, important people in their lives, as well as their likes and dislikes. This helps the care staff to get to know the person as well as their care needs. Plans are reviewed regularly to ensure they remain relevant and up to date.

Care staff usually arrive at the agreed times, if they are running late due to unforeseen circumstances, they will ring and keep people informed. Care staff record notes on each visit of what care and support they have provided. These notes are inconsistent and do not always give sufficient detail to evidence the person has been supported in line with their plans. The manager assured us this would be addressed. The service has a policy on infection prevention and control. Care staff are aware of the importance of following hygienic practices, like regular hand washing and when to wear protective personal equipment (PPE).

People are assessed as to how independent they are with managing their medication. The service provides support with medication according to peoples agreed needs. Where medication is administered by care staff, records are completed accurately. An electronic system is used for this. Where difficulties have been experienced with the system, care staff ensure written records are made.

The service has a policy on providing the 'Active Offer' of the Welsh language. They do not currently support anyone who is first language Welsh speaking. Two care staff are currently learning the Welsh language and the service will provide information in Welsh if required.

## Leadership and Management

The RI/manager runs the service on a day-to-day basis, they are well respected by people who are supported, family members, care staff, and involved health and social care professionals. They know all people who receive support well and have built positive relationships with them. The RI completes reports as required by regulations on the quality of care delivered, and areas the service is working to improve. Satisfaction surveys are sent to all people involved in the service and these responses are considered carefully by the RI.

Care staff are safely recruited. Personnel files contain all of the required information, including Disclosure and Barring Service (DBS) checks, written references, and evidence of registration with Social Care Wales, the workforce regulator. There are a sufficient number of care staff employed to meet the needs of the people who are currently supported. The RI considers the capacity of the service to take on new people carefully, to ensure the service is not over stretched.

Care staff are happy in their work, they feel valued and well supported. Care staff told us *“I love it here; they are great to work for and the manager is so understanding.”* And *“It’s going really well; the manager is lovely and so accommodating. She is always there to offer support or answer a query if one comes up.”* Care staff told us that time is given for them to travel between calls, but this can be ‘tight’ at times.

Care staff receive training in all relevant areas and have regular one to one supervision meetings with their line manager. This is an open discussion to check on their wellbeing, discuss their work performance, and areas they would like to develop their knowledge further.

### 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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