



# Inspection Report on

**Hafan y Coed Care Home**

**Nightingale Court  
Llanelli  
SA15 1HU**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

15/07/2024

**Welsh Government © Crown copyright 2024.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Hafan y Coed Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Barchester Healthcare Homes Limited
Registered places	107
Language of the service	English
Previous Care Inspectorate Wales inspection	21/12/2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service.

### Summary

The health and wellbeing of people are extremely important to those working in the service. Care and support records give a real sense of the person, their needs and what is important to them. Individuals participate in meaningful activities which have a real and positive effect on them and their relatives. People, their families and a visiting health professional speak very highly about Hafan y Coed.

People receive a high-quality service delivered through an inspirational and passionate manager and dedicated staff team. The manager is well supported by the organisation's senior management team and the Responsible Individual (RI). Through a range of quality audit tools and their Regulation 73 visits, the RI has strong oversight of the service.

The service provides a safe environment for people to live and in the main is well maintained. Some communal toilets could be improved to better meet the needs of people who have difficulties with their sight. There is an ongoing refurbishment programme in place.

## Well-being

People's choices and views are recognised. The RI seeks the views of people and relatives during their regulation 73 visits to the service. Individual's needs and preferences are very detailed in care records and give a real sense of the person. People and / or their representatives actively contribute to the planning and review of their care. People get up and retire when they wish and choose from a range of meal options. People communicate in Welsh if this is their preferred language.

People do things that matter to them. Individuals participate in meaningful activities, hobbies and recreational opportunities which are important to them and have a positive impact on their lives.

People are protected from the risk of harm and abuse. People and their relatives are able to raise concerns and feel they are safe living in Hafan y Coed. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care. The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to ensure they are able to meet people's individual complex care and support needs. Staff are supported by policies and procedures which are regularly reviewed and updated.

## Care and Support

People receive the care and support they require to meet their individual needs. Care records are very detailed, person centred and along with associated risk assessments are reviewed regularly. People and /or their representatives are actively involved in the planning and reviewing of their care. Health and social care professionals and services are pro-actively involved with people when required. This is well documented in care records.

People and their relatives feel they receive the care they need and speak highly about the staff; they told us; *“the carers are wonderful”, “I am well looked after, the carers are very kind”, “I am very happy with the care of my husband. The staff are good at keeping me informed of any incidents and changes in his care. They are lovely. I know he is safe here”* and *“I am very happy with the care of my mother; the carers are very kind and caring. If I have any concerns I can speak to the manager. They know my mother”*. Observations of interactions between staff with people demonstrate their kindness and how much they care for the people living in Hafan y Coed.

Staff are knowledgeable and enthusiastic about supporting people to have the best quality of life. Care workers told us, *“I really enjoy working here, it’s like a family here”* and *“we are here to give the best we can for the residents, to make their days special”*. A range of communication techniques are used to communicate with people who have more complex needs. ‘Conversation starter cloud displays’ are located in people’s bedrooms who have more complex communication difficulties. These displays provide care workers with key themes which are important to the individual to help staff start a conversation with them. Staff also communicate in Welsh if this is the preferred language of the individual.

Meaningful activities play a valuable role in supporting and encouraging people to live fulfilled and enjoyable lives. People have been supported to go out on trips to follow their interests including a visit to a local mine, participate in the service’s choir, enjoy their passion for classic cars and participate in the “Pudding Club”, a cooking and baking club for people with a range of skills. Documented and photographic evidence demonstrate how much pleasure people get from these activities. One person commented *“I enjoyed the day out; It was something different. We were shown how to mix and make different cocktails, I only tasted the non-alcoholic ones. There were five residents and three staff. It was lovely!”* In addition, relatives also get great pleasure from their loved ones enjoyment too. We also saw people watching a video about a local market, playing virtual bowls and relaxing whilst having a head massage.

## Environment

The risks to people's health and safety are minimised. There are a range of comprehensive maintenance checks and audits undertaken. Testing and servicing of firefighting and moving and handling equipment is completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered necessary and all visitors are required to sign in and out of the service.

Emergency pull cords and alarms are accessible for people to use and are responded to in a timely manner. Housekeeping staff work hard to ensure the service is kept clean and odour free.

In the main people are supported to achieve their personal outcomes. Communal gardens are well maintained and safe for people to use and enjoy. There a range of plants, flowers and shrubs displayed at the main entrance to welcome people to the service. Communal bathrooms are clean and pleasant for people to use. However, some communal toilets can be improved upon by giving thought about the toilet furniture and lighting to better support people with difficulties with their sight.

The corridors in each of the communities are distinctive with pictures, art works and displays for people to enjoy and interact with. This can help orientate people to their bedrooms and to communal spaces. Bilingual displays and signage are used throughout the service.

Bedrooms are personalised according to people's choices including pictures, photos, ornaments and items of furniture. Communal lounges and dining rooms are well decorated, furnished and welcoming for people to use and socialise in. There is an ongoing refurbishment programme in place.

## Leadership and Management

There are robust governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. Care Inspectorate Wales (CIW) have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of the RI's visits to the service. Staff and people living in the service confirmed this with us. There are a range of quality monitoring tools and audits undertaken by the management teams. Actions required from these audits are acted upon and reviewed regularly.

The inspirational manager is well respected by the staff teams and senior managers within Hafan y Coed and the organisation. The managers' passion about the quality of the service provided in Hafan y Coed is reflected in the staff we spoke with during the period of the inspection. Staff told us *"I think the manager is excellent, she knows all the residents, their family members, staff by name, she is fantastic at her role. She has a real skill in bringing the team together and making sure she gets the best out of them"* and *"[manager] is lovely, a real leader and inspiration"*.

People and their families speak very highly of the management and staff including, *"This is an amazing place, the staff are excellent and so is [manager]. I've seen her [manager] mopping the floors before now she is so dedicated and hardworking. The carers don't just care for my mother, they are caring"* and *"the carers are lovely, they look after me so well, nothing is too much trouble for them"*. A visiting professional told us *"[manager] is a tornado! The care staff are very good, care records are good. The care staff are very kind and appear to genuinely care for the residents"*.

There are thorough recruitment and selection processes in place. Staff records hold all the required checks and clearances which are in place prior to a staff member commencing employment. Staff receive a comprehensive induction according to their roles and seniority. Care workers have regular supervision and an annual appraisal. All staff attend a range of mandatory and specialist training to enable them to support people living with sometimes complex needs. Care workers told us about the range of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate a clear understanding of their role in the protection of individuals.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

### 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.



**Area(s) for Improvement**

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

### **Was this report helpful?**

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

**Date Published** 04/09/2024