



Inspection Report on

Caernewydd Farm

Kidwelly

Date Inspection Completed

05/03/2024

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About Caernewydd Farm

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Care Without Compromise Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	13 April 2023
Does this service promote Welsh language and culture?	This service provides an 'Active Offer' of the Welsh language and promotes the use of the Welsh language and culture.

Summary

Overall, people lead very happy lives at Caernewydd Farm. Each person is encouraged to make daily choices in how they spend their time and the staff team ensure people are invited to be fully involved in discussions about their support arrangements. People have really developed in all manner of ways since living at this service. The building is situated in an old farmhouse on a six-acre working farm with livestock: this provides unique opportunities for people to access nature and lead healthy lifestyles, working alongside a local farmer who is also employed by the provider.

Care workers know people well, interact in a kind and caring manner and provide sensitive support on a regular basis. Care records clearly describe how care workers are to meet people's individual needs.

The manager, together with the staff team, continually strive to develop people's care and support wherever possible, investing in developing the premises in line with people's changing needs. Good communication channels are evident, with robust monitoring of the quality of support people receive. In addition, a relaxed atmosphere throughout the home helps people and visitors feel at ease. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

Overall, the staff team support people at Caernewydd Farm to have genuine control in their lives. People are relaxed, comfortable and know what opportunities are available to them because care workers routinely invite each person to be involved in decisions about their support. They encourage and support people to make choices and decisions about how they spend their time. When a person declines these invitations, keyworkers talk with them to ensure they have the information they need to understand the support they receive. This means people do things that matter to them, whether planned or spontaneous. For example, some people work on the on-site working farm, taking care of livestock. This provides a safe environment in which to work and keep busy for those who are interested. It also gives people experience of genuinely interesting work in an exciting environment: we spoke to people who regularly get up at 6.30am to help the numerous lambs being born at this time of year. In addition, people take part in a wide range of interesting leisure and vocational opportunities which include foreign holidays and volunteering locally. People say they, *“really like what happens here”* and, *“don’t ever want to leave.”*

Staff retention is good, so care workers are familiar to people, giving them confidence their needs are understood. People are encouraged to personalise their surroundings in whatever way they wish. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people.

People say they feel safe. Care workers have good relationships with people, interact and support people in positive ways. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. The staff team protect peoples’ privacy and personal information at all times. Care workers receive regular support, guidance and training: they go through a thorough recruitment process and senior staff members regularly monitor them to ensure they are meeting people’s needs. They may access policies and procedures to enable them to protect vulnerable people.

The service provides an Active Offer of the Welsh language and is a bilingual service and demonstrates a significant effort to promoting the use of the Welsh language and culture. Some staff members are Welsh- speakers and there are several documents available bilingually, but there is no demand currently for exclusively Welsh speaking support.

Care and Support

Overall, people have accurate, detailed and up to date plans for how the service provides their support. The provider considers a range of information to ensure they can meet people's needs. A detailed recording system provides a clear record of people's support arrangements: personal plans, one-page profiles and risk assessments help to ensure people retain their independence as much as possible. Keyworkers and senior staff regularly review all documents, so they remain up to date, especially where support needs change. Care workers give people the time they need to talk about any anxieties. One person said, *"The staff are very good. They're nice and kind."*

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

People do things that matter to them and make them happy, and the staff team are motivated and focused on what is important to them: people visit nearby towns and countryside for leisure and to meet friends outside the service and family. Plans are made each week but are often adapted as people change their minds. People go to the football, volunteer at local places, play on rugby tours with local teams, and go out for meals regularly. Two people went to Paris recently and there are plans to visit the Balloon Fiesta in Bristol this summer and a local night 'drone show'. Leisure activities people take part in are described in their care records as being things they enjoy. One person said, *"Oh, we go out all the time. Always something happening."* In addition, those people who prefer a quieter life also say they are happy, but know what opportunities are available.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

Overall, people receive support in an exciting environment. The service is situated in an old farmhouse on a six-acre farm with livestock, including 120 sheep. The home is safe, warm and clean and people say they feel comfortable and happy. Each person can choose different areas to use; there are various communal areas, as well as extensive gardens and outhouses where people can spend time working or relaxing with friends and relatives. Private rooms are secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. There is regular development and redecoration of the premises to maintain a very good standard of living for everyone.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records, Deprivation of Liberty Safeguards (DoLS) records and employee personnel records are securely stored and only available to authorised people.

Clear infection control procedures are in place. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire and the manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the support provided, and a positive regard to each person receiving support. There is a genuinely positive ethos around the service, driven by the manager and Responsible Individual (RI) – this includes a great deal of investment in developing the premises to maintain people’s quality of life in line with their wishes. This is evidenced by a range of home décor improvements currently being made, and the leisure pursuits people enjoy, especially the recent trip to Paris. There is consistently good management oversight of the support people receive. The RI is in regular contact and provides good support to the manager and staff team. The provider also demonstrates a great deal of sensitivity after people have left the service, not filling their room immediately, in spite of pressure to do so from external agencies.

Regular discussions take place with people in the home, including surveys, responses of which are positive. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. One person smiled and said, *“Oh yes, complaining is my middle name!”*

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care.’ Care workers undertake specific training relevant to the people they support, including autism, reducing restrictive practices and epilepsy, and say they have a good understanding of their roles and responsibilities. Three-monthly employee supervision records and annual appraisals show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people’s well-being into detailed and informative six-monthly quality of care reports.

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

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