



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

08/06/2023

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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	22 November 2022
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

People are very happy with the service they receive. They are supported by knowledgeable and experienced staff. People are involved in decisions about their care and support. The manager is well known and valued by people who live and work at the service.

The environment was identified as a Priority Action Notice in the previous inspection. The provider has redeveloped an area of the home and completed some upgrade work but the Priority Action Notice remains open because of the impact on people's well-being.

The provider has good oversight of the service; information from their visits, reviews and audits is used to assess and improve quality.

Well-being

People receive person centered care and support. The manager involves health and social care professionals to help people remain as healthy as possible. People are involved in developing and reviewing their personal plans, which focus on things that matter. When discussing the care workers, a person said *“this is a lovely place and the staff are wonderful”*.

People do things that make them happy because staff support them to interact with each other and to engage in activities they enjoy. Staff know people well and we saw many friendly interactions. Representatives are positive about the service; one said *“The home is excellent and the staff are fantastic”*. People live in a service that offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose.

People are protected from harm because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed.

The overall environment still fails to fully support people to achieve outcomes. The dated; damaged décor needs refurbishment to better support people’s well-being. This was previously a Priority Action Notice and will remain open. The grounds and gardens have been redeveloped to be a colourful and stimulating space for people to use. The internal environment has been improved in places, in particular the redeveloped area of the home to specifically support people who live with dementia.

People have a voice because they and/or their representatives are involved in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People are very positive about the care and support they receive. Care workers know individuals well, understand their needs and take time to stop and interact with the individuals they support. People value the support from their care workers and told us: *“The staff are bloody brilliant”* and *“The staff are great, fantastic”*. Care workers enjoy getting to know people and supporting them to be as independent as possible; one told us *“I really enjoy working with the residents”*. Representatives are also very positive about the care and support offered, they told us *“I can’t say enough about the staff, they are brilliant”* and *“We are very happy with the care, it’s very good and we are really impressed”*.

People are involved in developing their personal plans. The manager also includes individual’s representatives, care workers and external professionals to ensure information is accurate and up-to-date. Senior staff regularly review plans with people and care workers so they remain relevant and intend to further involve representatives in reviews. There is good evidence of health and social care professionals being involved in plans. Daily notes are informative and record the care and support completed and give an account of the day from the perspective of the person.

People enjoy activities within the home and in their local community. Individuals participate in arts, crafts, gardening, music, visit local shops and are supported to interact with each other in various social events. Visiting is unrestricted and people can meet their friends and family wherever and whenever they choose.

Staff are responsive to people and we observed lots of positive and friendly interactions during the inspection. Many of the care workers are local to the area and can communicate with people in Welsh or English as they choose.

Environment

The provider was issued a Priority Action Notice following the last full inspection. The dining room has been refurbished; several bedrooms have been repaired and re-decorated and flooring has been replaced in corridors. The rest of the upgrade work has been delayed because the provider is focusing on the redevelopment of a section of the building. This new area is designed to support people who live with memory challenges. The communal areas are bright and are designed to make use of assistive technology. The grounds have been totally redeveloped, with lots of bright plants, different areas to relax in and are intended to support people to interact with each other. Care workers we spoke with are positive about the improvements to the environment and are looking forward to the completion of the rest of the work. Representatives of people are also positive about the work completed and one told us *“The new garden is beautiful”*.

The provider has a plan to address the building defects and to refurbish the décor, however the Priority Action Notice will remain open.

People are relaxed and comfortable in the different communal areas. Individuals personalise their rooms with their own pictures, ornaments and furniture. People and their care workers are looking forward to accessing the new grounds.

The kitchen has a food hygiene rating of five. People enjoy a variety of home cooked meals, the dining experience is a social event and events such as St David's day, Christmas and Easter are celebrated with traditional food.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date and the provider is completing actions following a fire safety audit to achieve compliance with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Regulation 73 visits are completed every three months, the subsequent visit reports evidence people, their representatives and staff are consulted. The six-monthly Quality of Care Review uses information from audits and clearly identifies actions needed to improve the service.

The manager knows individuals well and we observed many positive interactions between them and people. Staff describe the manager as approachable and very supportive. Care workers told us *“[Manager] is very supportive and on the ball”* and *“[Managers] door is always open”*. Representatives told us the manager is approachable and very supportive, one said *“[Manager] is a brilliant manager, easy to talk to and I feel I could raise a concern with them, if I had one”*.

Care workers receive effective and regular supervision, plus annual appraisals. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people’s needs. Care workers spoke positively about the electronic and face to face training they receive. The induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care’.

Adequate numbers of staff meet people’s needs. Many care workers have been at the service for years. They have built up good relationships with people and understand their circumstances and individual needs.

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	People do not live in an environment that fully supports	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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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