



# Inspection Report on

**Cwm Cartref Care Home**

**CWM CARTREF CARE HOME  
RHYDYFRO PONTARDAWE  
SWANSEA  
SA8 4SS**

## **Date Inspection Completed**

18/05/2021

**Welsh Government © Crown copyright 2021.**

*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 Cwm Cartref Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cwm Cartref Ltd
Registered places	48
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">13 May 2019</a>
Does this service provide the Welsh Language active offer?	Yes

### Summary

Cwm Cartref is a welcoming and homely service that is set in its own grounds in a quiet, rural area within Pontardawe.

People are treated with compassion and kindness from a dedicated and consistent staff team who know them very well. Care workers are trained and supported by a well-established and dedicated manager. There are consistently good systems in place to ensure care is delivered to meet the changing needs of people and there is clear oversight of how the service is being delivered. The management team are highly visible in the running of the service. People appear happy living in a home that is well maintained, housing both inviting indoor communal areas and enclosed garden with adequate parking for visitor's and staff.

## Well-being

People have a voice and are treated with dignity and respect. Assessments and personal plans are written with the input and consent of people from the onset of care provision. These personal plans are up to date, detailed, and accurately reflect people's current needs. People spoken with are complimentary of the service, one said "*we are all part of the cwm Cartref extended family*". People are asked for their views on the service, to see what is working well or where improvements could be made. Most of the staff employed by the service are Welsh speakers and are able to deliver care in Welsh.

People's physical and mental health and emotional wellbeing is promoted. The service has good procedures in place to manage medication requirements in the home. There are arrangements in place to monitor any issues with people's health and well-being. The consistent staff team know people well and are able to recognise any physical or mental health deterioration quickly and to source advice from medical professionals in a timely way.

People are supported to maintain relationships. Care workers have built good relationships with people living in the service. They are happy and feel valued and supported in their roles. The service have put measures in place to support relative visits to the home in a safe way during the current pandemic. Relatives spoken with were complimentary of good communication from the service.

People are protected from harm and neglect. Care workers have all undertaken safeguarding training and are clear about their responsibilities around protecting people and are aware of the procedures to follow. The safeguarding and whistleblowing policies viewed contain clear information regarding the reporting process that staff should follow. Environmental checks and audits take place to ensure the service remains comfortable and safe for people. There are good security arrangements in place to oversee the service. Procedures are in place for entering and leaving the building. People are provided with a safe and secure homely environment.

## Care and Support

The service provider considers a wide range of views and information, to confirm that it is able to meet people's needs. In care files we saw numerous pre-admission assessments and meetings to share information prior to people moving into the service. We saw the service user guide which gave people a good oversight of the service and what it offers. In addition to this the service has also updated their website which has a video of the home available. This is valuable in the absence of being able to visit homes for viewings due to the current global pandemic. The service is able to provide many aspects of care in Welsh due to a large number of staff being Welsh speakers and key documentation is also available in Welsh.

People can be confident that the service has an accurate and up to date plan for how their care is to be provided in order to meet their needs. We looked at four care files and found that all had been reviewed and updated with any changes as required. Personal plans are detailed, comprehensive and give a very clear picture of the individual and their current care needs. We saw that personal plans are discussed with people and consent regarding their content is sought and given verbally when people are unable to sign. Relatives spoken too were complimentary of the level of communication from the service, one said *"I'm kept well informed about everything"* and another said *"communication is very good to be fair"*.

There are safe systems in place for the management of medication in the service and to maintain people's health. We saw that medication is kept secure and at appropriate temperatures in a designated room. We looked at Medication Administration Record (MAR) charts which are completed accurately. Procedures for returning and disposing of medications are also completed appropriately. Many care workers in the service have been in post a long time and know the people they support well to recognise any deterioration in health. We saw completed supplementary charts for nutritional and fluid intake to monitor appetite and hydration levels for people. These are monitored and audited by the manager regularly. Any issues with people's health is acted upon quickly and referrals to relevant health professionals are carried out in a timely way.

The service promotes hygienic practices and manages the risk of cross infection. We saw that all care staff wear Personal Protective Equipment (PPE) appropriately. There is sufficient waste bins and PPE stations around the home and located at entrances and exits. There are good arrangements in place for visiting, which enables people to see their family and friends safely. The provider has a robust Covid guidance document in place which is updated as government guidelines change. Appropriate measures are in place to minimise risk to people when visitors come to the home, this includes body temperature checks and Lateral Flow Tests (LFT's) where required.

---

## Environment

The provider ensures that individual's care and support is provided in a location and environment with facilities and equipment that promotes achievement of their personal outcomes. Cwm Cartref is located in a quiet rural location and has parking facilities for both staff and visitors. There is a well maintained spacious enclosed garden to the rear of the property which is inviting in warm weather. The large communal areas are welcoming, homely and well maintained and people appeared to be comfortable and relaxed. The home has been decorated to support people living with dementia. We saw colour contrasting bathroom accessories and doors which helps people see and identify areas easily. The home benefits from having a small lounge which has been converted into a visitors pod with a full glass screen and built in gloves to maintain a form of physical contact in a safe manner.

The service provider has procedures in place to identify and mitigate risks to health and safety. We looked at the maintenance file and saw that appropriate maintenance audits are carried out routinely in the home. This is to ensure compliance with environmental checks which include water temperatures, manual handling equipment and emergency lighting. Certificates for electricity, gas and fire safety were seen and are in date. The provider carries out detailed health and safety audits at the home and the most recent one had an action plan which the home is working toward. Due to the current pandemic, care workers have procedures to follow on entering the premises and changing into work wear as well as numerous weekly testing and temperature checks carried out on each shift.

---

## Leadership and Management

The service provider has systems in place to support the smooth operation of the service, to ensure the care and support of individuals enables them to achieve their personal outcomes. We looked at selected policies and procedures and saw that these are reviewed and updated as required. The Statement of Purpose (SOP) has been reviewed and accurately reflects the service. We saw that monthly audits of the service and care delivery are carried out by the manager who is visible in the home on a daily basis. People we spoke with are complimentary about the manager who has good oversight of the service.

The service has a dedicated staff team who are supported and trained to ensure they are appropriately qualified to support people to achieve their personal outcomes. We looked at four staff files and saw that recruitment documents are up to date and Disclosure and Barring Service (DBS) checks are in place. We saw that care workers have completed mandatory training as detailed in the services SOP and updated face to face manual handling training was taking place during the inspection to bring care workers up to date. Staff supervisions are carried out quarterly and annual appraisals, to support them in their roles. Care workers spoken with are happy working in the service, feel valued and are confident in their roles. Comments included: *“really nice to work here”*, and *“I’ve been here for a very long time and I love it”*.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw that the bi-annual quality of care report has been completed which details feedback from people using the service, relatives and care workers. The report gives a detailed overview of feedback received, analysis of this data and any recommendations to improve the service delivered. We also saw that quarterly visit reports completed by the responsible individual have now resumed after a period of suspension due to the pandemic. These reports detailed audits on systems in the home and environmental and administration checks.

The service provider has oversight of financial arrangements and investment in the service. We saw from quality assurance reports and RI visit reports that the provider continuously looks for ways to improve the service. The provider continues to invest in the service to ensure it meets the needs of people, we saw this with the adaptations installed to ensure accessible safe visiting could take place in the home during the recovery from the pandemic. We saw that staffing levels in the home were maintained at a good level and care workers told us that they did not feel under pressure. The manager explained that although there were vacancies in the service at present there was no rush to fill these as it was fundamental to ensure that people’s needs could be met.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
------	--

**Areas where priority action is required**

None	
------	--

**Areas where improvement is required**

None	
------	--

**Date Published 15/06/2021**