



## Heddfan



Heddfan, Whitland, SA34 0NN



01834831411

Date(s) of inspection visit(s): 08/07/2025

## Service Information:

Operated by:	CARNINGLI TRUST (THE)
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Environment

**Excellent**



Leadership & Management

**Good**

## Summary:

People living at Heddfan experience a high standard of care and support in a warm, welcoming, and well-maintained environment. They are actively involved in decisions about their daily lives and are supported to pursue meaningful activities, maintain relationships, and achieve personal outcomes. Care staff demonstrate kindness, compassion, and a strong understanding of each person's needs, contributing to a positive and inclusive atmosphere.

Personal plans are detailed, person-centred, and regularly reviewed. Health needs are well managed, with timely access to healthcare professionals and robust medication systems in place. People's rights and liberties are safeguarded effectively, and care staff are confident in recognising and responding to safeguarding concerns.

The environment is exemplary, with personalised bedrooms, creative outdoor spaces, and accessible facilities which promote independence and well-being. Leadership and management are strong, with effective governance arrangements, regular care staff supervision, and a commitment to continuous improvement. Care staff feel supported and valued, and training is well managed.

## Findings:



### Well-being

Excellent

People are actively involved in making decisions about all aspects of their day to day lives and are supported to achieve very high standards of wellbeing. Care staff receive training in communication methods tailored to each person's needs and level of understanding, ensuring they are able to express themselves and have their voices heard. People told us *"I love living here and doing all the activities."* And *"I Love the food and (care staff) is a great cook. I like to make cakes and trifles."* People are encouraged to lead healthy lifestyles and are supported to make informed choices when planning balanced meals. Monthly meetings provide a meaningful platform for people to express their views and wishes about how their care is delivered and helps shape the ongoing development at the service.

Care staff demonstrate exceptional warmth, kindness, and compassion in their interactions with people. This highly effective approach fosters trusting relationships and significantly enhances people's well-being. People enjoy spending time with their peers, socialising with friends, and connecting with others in the community. They spend time accessing social events such as pubs, social clubs and parties organised by the local community. These experiences promote very strong emotional connections, a sense of belonging, and community spirit. People receive support to spend meaningful time with their family members. We spoke with one family member who told us; *"(Person) is protected there and the service is excellent. (Care Staff) knows how to support (person) very well."* And *"(Person) loves it there and gets to do the things they want."*

With few exceptions, people are supported to engage in activities most important to them. They are offered a wide range of highly creative and personalised options reflecting their interests, preferences, and aspirations. People told us they enjoy attending football matches, taking chartered boat trips, and representing their country in sporting events. With few exceptions, people engage in meaningful voluntary work such as gardening and are responsible for maintaining the grounds in the service. This promotes a very strong sense of identity and contribute positively to their emotional well-being.

People told us they feel safe and confident speaking to care staff if they have any concerns. Care staff understand safeguarding procedures and receive appropriate training to ensure concerns are identified and acted upon effectively.

The service is working towards providing the Welsh active offer. While Welsh-speaking care staff are not currently based at the service, they are available across the organisation. Care staff support people's cultural needs where required.



A dedicated core team of care staff consistently deliver exemplary care and support. They are highly skilled, deeply knowledgeable about the people they support, and bring many years of experience within the service. People told us they feel extremely comfortable with the care staff, with one person saying, *“The staff are brilliant.”*

A comprehensive and accessible information guide is provided to people, clearly outlining what the service offers, available leisure opportunities, and how to raise concerns or make complaints. People have a very strong understanding of their rights and receive excellent support to make informed choices.

The service provider carries out thorough assessments to ensure the service is suitable and can meet people’s care and support needs. Information is gathered from a wide range of sources, including people, their families, and professionals involved in their care. These assessments are regularly reviewed and directly inform the development of highly personalised, strength-based personal plans. Plans are written in the person’s voice, provide clear and detailed guidance for care staff, and support people to achieve consistently positive well-being outcomes.

The service adopts a Positive Behavioural Support (PBS) model, offering clear, proactive guidance to help people maintain a positive sense of well-being. Identified risks are thoroughly assessed, and comprehensive mitigating measures are in place to promote the safety of both people and care staff. Daily routines are clearly documented and include personal care, food diaries, and recreational activities, ensuring continuity and a holistic understanding of each person’s needs.

People receive exceptional health support. Care staff ensure timely access to healthcare and work closely with GPs, dentists, opticians, and specialist teams. Health profiles are detailed and person-centred, promoting excellent emotional and physical well-being. Medication is managed to a very high standard. Care staff are highly trained in safe administration practices and follow robust systems for storage, monitoring, and recording.

People’s rights and liberties are safeguarded exceptionally well. Referrals under the Deprivation of Liberty Safeguards (DoLS) are made promptly and appropriately. Care staff demonstrate a comprehensive understanding of safeguarding principles, ensuring people are protected and their freedoms are respected at all times.



## Environment

**Excellent**

People benefit from an exceptional living environment which is warm, welcoming, and thoughtfully maintained. The home is decorated to a very high standard, with communal areas that are comfortable, well-furnished, and personalised with photographs and artwork reflecting the lives and interests of the people living there. Bedrooms are equally well presented, personalised with themed décor, high-quality furniture, and items promoting a strong sense of ownership and identity.

The outdoor area is a particular strength. People have access to creative and meaningful spaces, including a woodworking shed, arts and crafts cabin, and a well-tended allotment. Memorial areas, such as a painted boat and a wooden garden arch with fairy lights and stones, provide respectful, comforting spaces to remember loved ones. These areas are safe, accessible, and reflect the emotional needs and values of the people living at the service.

Health and safety is prioritised. All required checks and servicing are up to date, including fire safety systems, emergency lighting, and water temperature monitoring. Control of Substances Hazardous to Health (COSHH) items are securely stored, and the laundry and kitchen areas are clean, well-stocked, and organised. The kitchen has recently been renovated and includes visual aids, such as a map with pin flags showing places people have visited or wish to go, supporting engagement and aspiration.

The environment promotes independence and well-being. Wet rooms support personal care, and adaptations meet individual mobility needs. Information is clearly displayed in accessible formats, including easy-read widgets for mealtimes and local activities.

Overall, the environment at Heddfan is exemplary. It is safe, functional, and deeply person-centred, reflecting the individuality, preferences, and emotional well-being of the people who live there.



## Leadership & Management

Good

Leadership and management at Heddfan are effective and contribute positively to the quality of care provided. Care staff report feeling well supported and valued. Regular supervisions and annual appraisals are in place and used to reflect on practice, identify training needs, and support care staff development. Care staff described the manager as approachable, and morale within the team appears strong. One staff member said, *“I love my job and the people at the service make it worthwhile.”*

Governance arrangements are in place and functioning well. The Responsible Individual (RI) visits the service quarterly and completes reports which identify areas for improvement and actions taken. Quality of care reviews are detailed and cover all key areas, including health, safeguarding, activities, and finances. We were told, reviews are informed by feedback from people living at the service, care staff, and professionals, and include clear timely action plans. The provider demonstrates a commitment to continuous improvement, using findings from audits and reviews to drive service development.

Team meetings are now being held regularly following the appointment of a permanent manager. The most recent meeting included discussion of daily routines, training, safeguarding, and care staff responsibilities.

Induction processes are structured and include shadow shifts and regular supervision during the initial months. All care staff are required to complete the All Wales Induction Framework (AWIF) at the start of their employment to ensure they are equipped with the core skills and knowledge for their roles. Care staff are registered or working towards registration with Social Care Wales (SCW) the workforce regulator.

Overall recruitment processes are robust with appropriate checks completed. From the records we reviewed, all care staff receive a Disclosure and Barring Service (DBS) check before starting employment to ensure they are safe to work in the service. The service is fully staffed, and any shortfalls are covered by existing team members or care staff from other services. No agency staff are used, which supports continuity of care.

Training is well managed. All care staff are up to date with mandatory training, including safeguarding, epilepsy, and positive behaviour support. Nearly all care staff hold a relevant qualification suitable to undertake their roles and responsibilities, supporting the delivery of safe and effective care.

## Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

**CIW has no areas for improvement identified following this inspection.**

**CIW has not issued any Priority action notices following this inspection.**

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