



Cwmbran House



Cwmbran House, Five Locks Road, Cwmbran, NP44 1AP



01633838806



www.hafod.org.uk

The inspection visit took place on 05/11/2025

Service Information:

Operated by:	Hafod Housing Association Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	56
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The 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

Good



Leadership & Management

Excellent

Summary:

People experience excellent care that consistently promotes dignity, respect, and choice, with personal plans co-produced to reflect individual outcomes and creative approaches that enrich lives. Care and support are delivered to an exceptionally high standard, with robust safeguarding and collaborative working ensuring people remain safe while achieving positive outcomes. The environment is safe, welcoming, and well maintained, with homely communal spaces, personalised bedrooms, and strong health and safety oversight, alongside plans for further development. Leadership and management demonstrate very strong governance and clear direction, fostering a positive, inclusive culture where feedback drives continuous improvement and staff feel well supported.

As a result of such positive inspection findings, we are awarding the service ratings of 'Excellent' in Wellbeing, 'Excellent' in Care and Support, 'Good' in Environment, and 'Excellent' in Leadership and Management. We recognise that the new leadership team is continuing to implement improvements aimed at further enhancing outcomes for people, and we look forward to reviewing the impact of these developments at our next inspection.

Findings:



Well-being

Excellent

People consistently experience care of an excellent standard. Staff work in highly effective ways to support individuals to identify their personal wellbeing outcomes and achieve them. This approach has a very positive and measurable impact on people's quality of life. People are actively and meaningfully involved in decisions about their care and daily lives. Personal plans are co-produced, ensuring individuals have genuine control and a clear understanding of their rights. These plans contain very high-quality, finely tailored information, enabling staff to deliver care that is highly personalised and responsive to individual needs and preferences.

Care is delivered in creative and innovative ways, providing people with enriching and fulfilling experiences. People are empowered to explore new opportunities, engage in hobbies, and participate in group activities, which promotes social interaction and personal growth. This proactive approach reflects a culture of excellence and ensures people feel valued and supported.

The service promotes a strong and sustained culture of openness and trust, free from judgement. Leadership demonstrates an outstanding commitment to listening attentively to people, which empowers them to take charge of their lives with confidence. Highly effective positive risk-taking strategies further enhance safety and wellbeing, ensuring people feel secure while maintaining independence.

The provider shows foresight in anticipating people's Welsh language and cultural needs. Although there are currently no Welsh-speaking individuals using the service, the provider is prepared to meet these needs. The establishment of a Welsh Language Working Group demonstrates very good commitment to the Welsh Active Offer and cultural inclusivity.

Governance and safeguarding arrangements are robust and exemplary. Risks are identified early, and safeguarding protocols are consistently followed. Highly effective safeguarding practices, delivered in collaboration with external agencies, ensure people remain safe and protected. Feedback from individuals is actively sought and acted upon, reinforcing a culture of continuous improvement and excellence.

We consider this an excellent service that prioritises wellbeing through respect, choice, creativity, and safety. Strong leadership and governance underpin a culture where individuals feel empowered, supported, and able to live fulfilling lives.



Care & Support

Excellent

People receive excellent care and support because they are fully involved in the planning process. Staff use strategies that are highly tailored to individual needs, ensuring care delivery is both effective and meaningful. This collaborative approach promotes confidence and independence, enabling people to achieve their personal outcomes.

Personal plans are a central strength of the service. They are highly detailed and dynamic, capturing people's preferences, routines, communication needs, and health requirements. These plans are regularly reviewed and updated whenever needs change, including risk assessment information. This ensures that care remains accurate and responsive. The benefits of this robust planning are significant: it reduces the likelihood of unmet needs, supports continuity of care, and provides staff with clear guidance to deliver consistent, high-quality support. It also enables proactive risk management, helping people stay safe while maintaining choice and control.

The management team has invested considerable effort in developing staff skills in writing excellent, person-centred plans. Staff understand the importance of tailored care planning and the positive impact this has on people's wellbeing. This focus on quality planning strengthens accountability and ensures that every aspect of care reflects what matters most to individuals.

Medication management arrangements are very robust and consistently implemented. People safely receive their medication in line with their prescriptions, which supports both emotional and physical health. Clear protocols and staff competence underpin this high standard of practice, reducing risks and promoting confidence among people and their families.

People are protected by high standards of infection prevention and control (IPC). Food handling, cleaning routines, and the use of personal protective equipment (PPE) are consistently applied. These measures create a safe and hygienic environment, safeguarding people's health and wellbeing.

The service demonstrates an outstanding commitment to delivering care and support that is personalised, safe, and empowering. Robust personal planning, combined with skilled staff and strong governance, ensures people receive care that is exceptional in quality and impact.



Environment

Good

People live in a suitable environment that meets their needs and promotes their wellbeing. The design and layout of the home strongly support privacy and dignity. Individuals have access to both communal and private spaces where they can socialise, entertain visitors, or spend time alone. Communal areas are welcoming and homely, while bedrooms are well personalised to reflect individual preferences. Outdoor spaces are safe and well maintained, and plans are in place to further develop these areas which will enhance people's experience. Additional improvements to internal spaces are also planned, showing a strong commitment to ongoing development.

People can navigate the home easily, which supports independence and confidence. Security arrangements are in place to keep people safe without restricting their rights, demonstrating a balanced and respectful approach.

Environmental risks are consistently well managed and anticipated. Leaders take a proactive and positive approach to risk, encouraging independence while maintaining safety. People have access to appropriate equipment and facilities, and these are serviced regularly to ensure they remain safe and effective.

The provider has strong oversight of health and safety. All required checks and statutory testing are completed consistently, and the premises comply with current legislation and national guidance. This commitment to safety is further demonstrated by the provider achieving a food hygiene rating of five in its latest inspection, reflecting good standards and effective practices in maintaining food safety.

The environment is safe, welcoming, and designed to promote dignity, independence, and wellbeing. Planned improvements to both indoor and outdoor spaces show a strong and consistent focus on maintaining and developing a good-quality living environment for people.



People and their representatives have confidence in the service because leaders foster a very strong, positive, and inclusive culture. This culture is underpinned by excellent governance arrangements that ensure smooth, above-standard service delivery. Leadership demonstrates accountability and maintains exceptional oversight of operations.

Quality monitoring systems are highly effective and have been significantly strengthened since the last inspection under the new leadership team. Comprehensive audits review all aspects of the service, providing detailed and insightful analysis that drives improvement. These audits enable the provider to uphold excellent care standards and meet regulatory expectations.

Feedback from people, relatives, and staff is actively welcomed and used to inform continuous improvement. Leaders work collaboratively with external agencies and professionals to achieve exceptional outcomes for people. This partnership approach reflects a very strong commitment to improvement and innovation.

Communication within the service is dynamic. Information flows seamlessly between management and staff through daily meetings and regular governance sessions. These forums ensure leaders and senior staff remain fully informed about service delivery and emerging issues. Where things go wrong, leaders act promptly and effectively to learn from mistakes and implement corrective measures.

People achieve excellent outcomes because the provider ensures appropriate staffing levels and prioritises the recruitment of skilled and knowledgeable staff. Staffing levels are adjusted to meet individual needs, and care workers are safely recruited and well-trained. Staff report feeling very well supported, and staff supervision has improved in both quality and frequency. Agency staff, when used, receive thorough induction and access to key information about people's needs. The provider strives to maintain continuity by using the same agency staff wherever possible.

Equality, diversity, and inclusion values are deeply embedded throughout recruitment and staffing processes. The provider demonstrates commitment to these principles through initiatives such as an Equality Working Group, which supports staff from overseas to settle into the country and feel included.

Leadership and management within the service are proactive, transparent, and improvement focused. Robust governance, excellent communication, and a strong commitment to staff development underpin a culture that consistently delivers very good care and prioritises people's wellbeing.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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