



The Cedars Care Home



Barry



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www.potens-uk.com

Date(s) of inspection visit(s):

01/07/2025

Service Information:

Operated by:	The Cedars Care Services Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and cultural needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

People receive good care from a stable care staff team who are kind, patient and understand their needs. Care documentation contains sufficient detail to guide care staff and is reviewed regularly, but this is an area that requires strengthening. Medication processes are safe, and people attend medical appointments when required. People achieve good well-being outcomes because they attend activities of their choice and live their lives in their preferred way. People are supported to have choice and control where possible and to maintain relationships with family and friends. People live in a good environment that is safe, meets their needs but requires cosmetic redecoration throughout. People have their own bedrooms which are personal, comfortable and provide privacy where required.

The leadership and management at The Cedars Care Home is good. The Responsible Individual (RI) visits the service regularly and quality assurance monitoring is completed as required. There are policies and procedures in place and people have access to a complaints process. Notifications

and referrals are made to external professionals and care staff are recruited safely. Care staff receive appropriate training and feel happy and well supported working at the service.

Findings:



Well-being

Good

People live healthily and safely with control over their lives. People are treated as individuals and have their own personal daily routines. Care staff encourage people to be as independent as they can be and to make their own choices where possible. People decide when to get up in the morning, when to go to bed at night and how they spend their time in between. Some people like to structure their lives and plan what they are doing in advance while others tend to decide what to do at that given time. There are activities on offer in the home such as games, arts and crafts and DVD's but these activities take place as and when people choose. People are supported to attend activities of their choice within the community and people are also encouraged to help with the food shop for the house. Care documentation does include people's likes, dislikes and preferences but is currently being developed to further capture people's voice, goals and well-being outcomes. The provider is also looking to expand people's social engagement further and will be consulting with people and suggesting new opportunities that they may like. There is a food menu in place that is devised considering people's likes and dislikes and healthy eating. Fresh ingredients are used to prepare healthy, nutritious meals but people always have further options available to them.

People are supported to cultivate healthy relationships. People living at The Cedars Care Home have been carefully placed to ensure good compatibility with each other. The provider ensures that pre-admission assessments take place to ensure people are suited to the service. People are encouraged to engage socially with the people they live with but are also supported to maintain relationships with friends and family away from the service. Visitors to the home are welcome and people are also supported to visit their loved ones in their homes or the community. People have opportunity to attend regular social gatherings with people from other care homes within the organisation which has facilitated new friendships being formed. We were told that the organisation is looking to increase opportunities for people to spend time together and is starting with a charity event later in the year.



Care & Support

Good

People receive the quality of care and support they need to achieve their personal outcomes. Care staff have built good relationships with the people they support and have a good understanding of their needs. Care staff are able to anticipate the needs of people who cannot verbalise or express their own needs. We saw care staff supporting people with patience and kindness and observed positive interactions that resulted in laughter. People appear happy, well cared for and spoke positively about the service. Personal plans of care are in place to guide care staff and contain some detailed information but require strengthening to be more outcome focused. There are risk assessments and further information in place where required and all documents are reviewed regularly. We were able to see that people attend appointments with health professionals when required and any advice or guidance is added to personal plans. The provider told us that they are actively in the process of making improvements to personal plans and how information is captured and documented.

People can be sure their medication is safely managed. Medication is stored securely and administered safely in line with the prescription guidance. There are Medication Administration Record (MAR) charts in place which include all required information and are signed correctly when medication has been administered. The effects of PRN (as required) medication are recorded correctly and any changes to medication are clearly documented. There is a medication policy in place to guide care staff and robust medication auditing takes place on a daily basis to ensure any errors are noted and rectified without delay. We reminded the provider that liquid medications should be dated when opened.

People are protected from abuse and harm. The Cedars Care Home has a safeguarding policy in place and care staff attend training in safeguarding adults at risk of abuse. The provider understands the legal responsibilities of caring for vulnerable people and contacts the local authority safeguarding team appropriately. Applications are made to the deprivation of liberty safeguards (DoLS) team where required; this ensures that placements at the service are lawful where people lack the mental capacity to make decisions in regard to their care and accommodation needs. People have access to independent advocacy if needed and there is a complaints policy in place.



Environment

Good

People can be assured they live in a suitable environment. The Cedars Care Home is located in a residential area of Barry that benefits from local amenities and good transport links. The home is set over the ground floor only and contains the required equipment to keep people safe. There is ample communal space including a large lounge and dining area that enables people to spend time together and participate in group activities. The bathrooms and toilets within the service are clean and in good working order but would benefit from upgrading. The home is warm, welcoming and clean but requires cosmetic redecoration throughout; the provider advised that there is a plan for environmental improvements in place which have been delayed due to lack of maintenance staff. We did not detect any malodour throughout the home during our visit. People have their own single bedrooms which are warm, clean and spacious, and offer opportunity for personal space and privacy where required. People are encouraged to personalise their rooms to make them as homely and comfortable as possible.

People live in a safe environment. On arrival we found the main entrance open due to warm weather, but care staff were in the vicinity to ensure the security of residents. Our identification was checked, and we were asked to sign the visitors book before we were permitted entry. This indicates that visitors to the service are monitored to ensure only authorised people have access. We did a tour of the home and found the environment to be safe. Hazards have been reduced as far as possible; window restrictors are in place and harmful chemicals are locked away safely. The food standards agency has awarded the service a five (very good). There is a fire risk assessment in place and all residents have a personal emergency evacuation plan (PEEP) in place which guides care staff on how to support people in the event of an emergency. The building is generally well maintained and all safety checks including gas and electricity safety testing are completed within legal requirements.



Leadership & Management

Good

People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations. The Cedars Care Home benefits from an RI who visits the service in line with regulatory requirements and has good oversight of the service. Since the last inspection a new manager has been recruited and is new in post. The new manager is experienced in the care industry and registered with Social Care Wales, the workforce regulator. There are policies and procedures in place for the smooth running of the service and to guide care staff of what is expected of them. People are given information about the service but some information within the service user guide requires updating. There have been no complaints or safeguarding concerns raised at the service since the last inspection. Quality assurance takes place regularly and includes seeking the views of the people who use the service and/or their families. We were told that the provider is looking to strengthen and improve their current quality assurance processes which indicates that the provider is committed to providing a quality service and making improvements where required.

People are supported by staff with the necessary expertise, skills and qualifications to meet people's care and support needs. Care staff are happy working at the service and speak highly of the manager and the organisation. Care staff are offered a range of benefits and support packages by the provider in an effort to retain a consistent care staff team. Care staff receive training appropriate to the roles they undertake and feel well equipped to do their jobs. We noted some minor gaps in care staff training but have been assured that the training is scheduled to be delivered. Care staff receive a formal supervision in line with regulatory requirements and are able to speak with the manager or deputy manager at any given time. Supervision is important as it is an opportunity for staff to discuss any issues or concerns which is appropriately recorded. All care staff are registered with Social Care Wales. We examined a selection of care staff personal files and found that they contain the required information including identity checks and full employment histories. Pre-employment checks such as Disclosure and Barring Service (DBS) certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

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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