



3 Woodside



Hengoed



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Date(s) of inspection visit(s): 06/08/2025, 07/08/2025

Service Information:

Operated by:	Planned Support 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 culture needs of people and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

3 Woodside is a small service situated in Hengoed Caerphilly, in a residential area near local shops and facilities. The service provides accommodation, care and support for up to three people with a learning disability.

People's wellbeing and the care and support they receive is good. People can make everyday choices and are given opportunities to take part in some activities. A good standard of care is provided, and people are treated with dignity and respect. Personal plans detail how people like their needs met and are reviewed regularly.

The environment people live in is good. People have their own rooms and communal areas in which to spend time alone or with others. Some outdoor space is available to access when the weather is warm.

The leadership and management of the service is good because quality assurance systems are effective. Care staff feel supported by management and are knowledgeable about the people they support.

Findings:



Well-being

Good

People experience good emotional and physical well-being. They are treated with respect, kindness and compassion by the staff team and enjoy the companionship of others. They look well cared for and settled in their environment. Friends and relatives can visit when they wish.

Care staff support people to access the local community. Care staff ensure individuals have choices and are supported to make everyday decisions. We saw meaningful interactions, as care staff showed genuine interest in people's well-being. The Responsible Individual (RI) visits the service regularly and has discussions with people and the staff who support them to help inform improvements at the service.

There are systems in place to help protect people from abuse and harm. The service assesses people's care and support needs and any associated risks to their health and well-being. A range of external healthcare professionals support people and appropriate referrals are made when any change in people's health and wellbeing is observed. Care staff are aware of their safeguarding responsibilities. Where there are necessary restrictions made in people's best interests to manage their safety; these appear proportionate.

At present, no one receiving a service has requested their support or any of their documentation in Welsh and the service would have to plan how and if they could facilitate a service in Welsh if this was needed.

People live in an environment which supports their well-being. People have access to communal areas as well as the privacy of their own rooms. The home is clean, appropriately furnished and decorated throughout. We saw that people have the correct equipment needed to promote their safety. Individual risks to people are assessed and their safety is managed and monitored. Good hygiene practices are promoted.



Care & Support

Good

People receive the care and support they need to achieve their personal outcomes. Care staff support people with warmth, compassion, and patience. We saw people are comforted by care staff supporting them, and they enjoy each other's company. People we spoke with provided positive feedback regarding care staff. One person said, *"I like the staff they help me and make me laugh."*

Personal plans set out what is important for each person in accordance with their likes and preferences. Risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. Personal plans are routinely reviewed and updated when changes are identified. Moving forward evidence of people's involvement in the review of their plans will be included in documentation.

People's health is monitored, and they are supported by care staff who know them well and notice any changes quickly. Resulting in timely referrals to healthcare professionals supporting people to maintain their physical health. Advice from health and social care professionals are recorded in personal plans. There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Medication audits are delegated to the registered manager and will be completed on a quarterly basis going forward.

People's risk of infection is minimised. The service effectively assesses, manages and prevents the risk of infections. Effective daily cleaning schedules are in place as all parts of the home are clean and tidy.



Environment

Good

The environment is suited to people's needs. There is a homely environment, which is comfortable and clean. People's rooms are a sufficient size and are personalised to their preference with items of importance, which helps create a homely feel. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas; they appeared comfortable and relaxed which suggests they are happy with the environment. We saw people can choose where they spend their time and go from their rooms to communal areas as they wish. There is a patio area outside to the rear with seating available.

The provider ensures effective systems are in place to maintain and manage the accommodation. Fire equipment is checked, and alarms and lighting are tested regularly. Every individual living at the service has a personal emergency evacuation plan specific to their support needs. External contractors are used when required to test services such as gas and electricity. Routine health and safety audits are completed to help identify and action any issues with the environment. Hygiene and cleanliness standards are good. The service had been inspected by the Food Standards Agency and had been given a rating of five, demonstrating the service was rated as very good.



Leadership & Management

Good

Governance arrangements support the day-to-day operation of the service to ensure continued quality care and support, helping people achieve their wellbeing outcomes. The Statement of Purpose (SoP) and guide to services state what people can expect whilst living there, and the service reflects the contents. The manager is experienced and registered with Social Care Wales and supported by a deputy. The RI has oversight of the management of the service. They visit the service regularly to speak with people and the staff who support them to gain feedback about how people are doing. Quality of care reports are completed every six months. The reports evidence which areas are working well and what could be improved.

There are safe recruitment practices in place within the service which ensure appropriate checks and references are obtained for any new care staff. All care staff receive an induction to their job role. All care staff are registered with Social Care Wales (SCW) the work force regulator. The RI will be reviewing the frequency of refresher training for staff ensuring continual learning and development to meet identified needs of the people they support. Staff we spoke with enjoy their jobs and feel supported by management and records confirm that they receive supervision with their manager and annual appraisals are completed.

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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