

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Ty Pin Coed
Meinciau Road
Mynyddygarreg
Kidwelly
SA17 4RA

Type of Inspection – Post Registration - Baseline
Date of inspection – Wednesday, 14 January 2015
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Summary

About the service

Ty Pin Coed Care Home is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and accommodation for up to four (4) people between the ages of 18 and 64 years with a mental health problem and/or a learning disability. The setting was registered on 28 April 2014. At the time of the inspection there were two (2) people living in the home. The home is a detached property and is situated within walking distance of the small village of Kidwelly.

The home is one of three (3) homes owned and operated by the company, Inspirational Lifestyle Services Limited. The Registered Manager with day to day responsibility for the service is Richard Bromley.

What type of inspection was carried out?

This was a scheduled, unannounced post registration baseline inspection undertaken on the 14 January 2015. It explored four quality themes: quality of life, quality of staffing, quality of leadership and management and quality of the environment. During the visit we spoke with staff on duty. We inspected the environment to see how the service impacted on the people using the service. We spoke to a person who uses the service and we examined the documentation of one person being supported in the home.

The following methodologies were used:

- Review of activities
- Review of the quality assurance process
- Observation of care practices. Direct observation of the interactions between staff and people using the service
- Review of staff meeting minutes
- Review of staff rotas
- Feedback from three professionals
- Review of medication charts
- Review of staff training and supervision
- Review of the staff recruitment process

We did not consider use of the Short Observational Framework for Inspection (SOFI) tool appropriate on this occasion. This was because we were able to speak with people using the service and they were able to tell us of their experience of residing at Ty Pin Coed.

What does the service do well?

- The home uses objects of reference to support people with communication impairments to make choices and have greater control.
- The home has access to specialists in autism and behaviour management, to support the home in managing people with complex needs.

What has improved since the last inspection?

- This was the home's first inspection; improvements will be looked at during future inspections.

What needs to be done to improve the service?

We found no regulatory concerns; finding the home fully compliant with the Care Home Regulations (Wales) 2002. We would recommend that to further improve the service that the following are put in place.

Good Practice Recommendations

- Person specific training
- Increased detail within a person's behaviour support plan
- Consultation with people using the service and partners when a new person is being considered for the home
- The manager needs to ensure that all relevant information is within people's care files

Quality Of Life

We found that the service was run to benefit people living in the home and that the quality of life for people at the home is of a good standard. We spoke to one person using the service during the inspection and they stated '*I have choice at the home, the manager is really good*'. During the inspection we found that the person had the opportunity to do some personal shopping with staff and showed us their room, which we found had been personalised.

People can be assured that carers know the wishes and needs of each person; this was because we examined peoples care files and found that the home has a robust admission process; this provided staff with a detailed history of the person's needs, relevant history and information to inform the service on how to support the person. The assessment process includes the person visiting the service which allows staff to assess suitability and compatibility with other people living at the home.

Staff knew the needs of people living at the home; this was evidenced following discussion with staff and following a review of people's care files. On reviewing care files we found that people had behaviour support plans to direct staff on how to support people, this included a scripted response which ensured that staff provided a consistent response, we were provided with after the inspection. We found that one person who was at the home on a temporary basis would benefit from having some additional detail within his plan; particularly around what staff should do in the event of incidents occurring. Furthermore we recommended that the home ensures that the scripted response is retained within this individual's file in order that it is always accessible to staff, as we were unable to find it on the day of the inspection. People can be confident that the home reviews people on a regular basis; reviews occur on a monthly basis with the manager and specialist staff and a detailed report is provided that evidences people's progress, activities, behaviours and general well being.

We found that people had a voice and were supported to make choices and have an influence over their daily lives, activities they wanted to participate in and food choices. This is because we found that there were regular meetings at the home where people could express their views on the running of the home. For people with communication difficulties the home uses objects of reference to improve people's understanding and support them in making choices. People can be confident that if a person lacks capacity then the home will support and encourage people to seek the support of an advocate

People are supported to engage in activities of their choice. We found that one person who enjoyed traveling on the trains was regularly supported to travel on both long and short journeys and had chosen to visit London, Penzance, Liverpool, Cardiff and Swansea. We explored other activities offered at the home and found that people generally accessed the community on most days and choose to do activities such as going to the cinema, playing darts, snooker, watching football matches and having regular meals out.

Overall we found that the service is focused on the people they support and offers people with complex needs a good quality of life.

Quality Of Staffing

People can be confident that the quality of care at the home is delivered to a good standard. At the time of the inspection there were eleven (11) staff employed within the home; this included the manager. We found that the staff that we spoke with were motivated, knowledgeable and knew the needs of people living in the home. Staff reported that the service was committed to training, however, considered that it would be beneficial to have service user specific training. Newer members of staff benefit from a good induction program which included values and principles of care, safeguarding, health and safety and communication. New staff had the opportunity to shadow experienced members of staff for a period of two weeks and follow a competency based induction that was in line with the Care Council for Wales induction framework.

People are supported by sufficient numbers of staff to allow people to engage in activities within the home and community. We reviewed the staff rotas and generally found that during day time hours there are three members of staff on duty and at night the home has increased the numbers of staff on duty due to an increase in need within the service.

People benefit from having access to an autism specialist and behaviour specialist who support the service to manage people with complex needs. The manager is a trainer in first aid, food hygiene, infection control and positive behaviour management and has provided staff with either formal or informal training within these areas. On the day of the inspection we reviewed the staff training matrix and found that the majority of staff had attended safeguarding training, medication and behaviour management training; however found that the requirements for other training were out of date. The manager advised us that dates have been identified and that the staff team will receive the required mandatory training and specialist training in autism by March. We found that the majority of staff either have or were working towards a vocational qualification in care; senior staff were encouraged to do additional training and mentoring to allow them to fulfil their roles.

Assurances can be given that the home has robust recruitment processes in place. This is because we were advised that there is a personnel department within the service which supports the manager in ensuring that the required disclosure and barring service checks had been completed, two reference checks were in place and people's employment history had been recorded. This was evidenced in the two staff files that we reviewed.

Overall we found that the quality of staff was good, whilst a large proportion of the staff team are new we found that they were genuinely caring. The professional who we spoke to commented on how the home values the people they support and complimented the quality of the paperwork. To further benefit the people within the home staff would benefit from person specific training and increased details within people's behaviour plans; this will ensure that staff are consistent in the management of complex individuals and should have a positive effect on people's behaviours.

Quality Of Leadership and Management

We observed that there was a clear management structure within the home; there is a registered manager who is registered with the Care Council for Wales, senior team leaders, team leaders and support staff. We found that there was a clear allocation system within the home and this provided staff with greater accountability and clarity about what is expected, whilst ensuring that the home is run to the required standards. The staff that we spoke to, spoke highly of the manager who they considered to be approachable and felt that he had an open door policy and ran the service for the benefit of the people living at the home. One staff member stated '*the manager is very nurturing, he wants to develop staff and is a good mentor*'.

We found that staff had the required leadership and direction to support people living at the home, this is because we found that there was always a senior member of staff on duty to provide staff with direction and support and, in the event that the situation was unable to be resolved by senior staff, the service provides on call support. We reviewed staff supervision which we found occurred every two months as is required and staff had received an annual appraisal.

People can be confident that the home monitors the care which it provides and ensures that people are supported to be safe; this is because we found that staff within the service are allocated key tasks which are highlighted within the staff handover sheet. This is reviewed by the manager on a weekly basis to ensure that all the required health and safety checks and audits have been completed. In addition to weekly checks the service is also regularly visited by senior managers who carry out the required quality assurance visits.

Overall we found that people can be assured that they would be involved in the day to day running of the home and have an influence on the overall direction of the service. We found that the views of staff and people using the service were valued and found documentary evidence of regular service user meetings and staff meetings. To further benefit the service, we would recommend that improved consultation occurs with people and their representative, when a new person is identified as a potential resident within the home.

Quality Of The Environment

We reviewed the accommodation which is a detached dormer bungalow that provides accommodation over two levels. There are four large bedrooms with ensuite facilities and one bedroom also has its own lounge. The home has insurance in place and has a visitor's book to record people who visit the home.

During the inspection we had the opportunity to review all communal areas which included a large kitchen, living room, bathroom, toilets and dining room. We found that these areas were well appointed and had good standards of hygiene. People living at the home also had access to a large secure well maintained garden at the rear of the property.

People can be confident that the required safety checks are in place, we found that the home had fire checks, electrical equipment checks, gas checks, water temperatures and food temperature checks. We reviewed the arrangements at the home around fire management and found that the home had the required up to date risk assessments and policies in place which we were told had been approved by the fire service.

Overall we found that the environment was maintained to a high standard, was homely and had all the required checks in place.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.

