



Inspection Report on

Ty Pin Coed

Kidwelly

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Description of the service

Ty Pin Coed is registered to provide care and support for up to four younger adults with a mental health problem and/or a learning disability. There are currently four people living in the home. The home is a detached property situated within walking distance of the village of Kidwelly.

The registered provider is Inspirational Lifestyle Services Limited. The registered manager is Rhodri Clarke.

Summary of our findings

1. Overall assessment

People receive a good service and are supported by staff that have an understanding of their needs and what is important to them. We found that people's individual choices, likes and dislikes were respected and that they were actively encouraged to engage in a range of activities. People are supported to maintain their independence, and are as far as possible protected from harm.

2. Improvements

At the last inspection, which took place on 28 January 2016, there were no areas of non compliance identified.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service.

Recommendations made with regards to:

- Maintenance actions and recordings;
- Contact with the Food Standards Agency;
- Documentation completion and signing;
- Plans for improvements;
- Environmental matters relating to COSHH.

1. Well-being

Summary

People are supported to make decisions about aspects of their life. They are encouraged to express their own opinions and are involved in decision making. People are supported to maintain their independence, and are, as far as possible, protected from harm.

Our findings

People's independence is maximised and their interests are understood and promoted. We saw that each person had a weekly vocational planner for activities and that they were supported to follow their own interests and that staff always supported them. We saw one person playing guitar in the lounge area with a staff member; we were told that this person would be supported to go and see a rock concert in August. From the organisation newsletter we saw that this person had been supported with their passion for music and had visited a guitar shop. The newsletter also demonstrated achievements, such as a person winning a pool competition and displaying photographs of activities such as gardening. We talked to people in the communal areas and they told us that the staff always listened to their views and they felt they were able to make suggestions and discuss anything they wished. On our first inspection visit two people had gone to the gym, swimming and to an appointment. On their return they brought their choice of lunch purchased from a supermarket. They told us about their outing and how they had visited a coffee shop and purchased console games that they intended to play later that day. We heard one person discussing with staff that they wished to go into Carmarthen on the bus shopping and which public house they wanted to visit for a meal. The organisation employs a Life Skills Coordinator, who supports individual development in increasing areas which may need strengthening, such as maths, literature development or other avenues such as individual behaviour management and anxiety reduction. One person is supported in photography as a therapeutic intervention. We looked at care plans and records that showed people's preferred activities and goals. Care plans were detailed and person centred. Records were reviewed monthly to evidence any improvements or changes for the individual. We informed the registered manager that risk assessments required more personalised specific detailed information such as the person's triggers to negative behaviours to fully meet the legal requirements. Overall we believe people are given opportunities to do things that matter to them and are supported to follow their interests.

People are encouraged to express themselves and are supported to make choices. Staff treated people with dignity and respect, recognising and valuing their individual identities and routines. Staff were able to easily recall people's particular preferences and customs. People are consulted on the operation of the home via house meetings; keyworker meetings; and verbally. We looked at house meetings records. These meetings, held quarterly enabled discussion on house rules; activities; shopping; cooking and allowed any other business people wished to discuss. We heard people being informed of changes in support as a staff member had rung in unwell. Staff encouraged and supported people appropriately. We saw that people were relaxed and confident with staff. There was appropriate 'banter' and humour. People were aware of

what was going on, and we observed one person enquiring on how interviews for a vacant team leader post had gone for those who applied. From the evidence we gathered we believe that people are fully informed on the operation of the home.

People feel safe and are protected from harm. The staff we spoke to understand their role in protecting people and had been trained to recognise signs of abuse and how to report any concerns. We saw that the Safeguarding Policy was available and that staff had undertaken training. We saw that the registered manager had made applications to the relevant local authorities as required under the Deprivation of Liberty Safeguards (DoLS), for people who do not have the ability to make decisions about aspects of their care and support. We were asked for identification and asked to sign a visitor book, which promoted the safety of the people living there. We saw that confidential information, medication and valuables were kept securely. Incidents are appropriately dealt with, with de-briefs for both staff and service users following significant events. Appropriate referrals, where necessary, are made such as to safeguarding or to Advocacy services. We saw that incidents were audited monthly. People's rights are protected and they are safe and, as far as possible, protected from abuse.

2. Care and Support

Summary

People benefit from the care and support provided at the home. Each person is encouraged to be as healthy as they can be. Care records contain clear guidance for care workers in respect of how people are supported.

Our findings

People are encouraged to be as healthy as they can be. People were supported to understand healthy lifestyle choices. People's health and wellbeing is maintained. We saw clear evidence in the care documents that people had regular access to health and social care professionals. Care records showed that referrals had been and clear records kept of all liaisons. These included the general practitioner, dentist and clinical psychologist. Referrals to health and social care professionals were made in a timely manner and people receive proactive and responsive care. People were encouraged to eat a varied and balanced diet. All food was freshly cooked and people confirmed to us that they were involved in compiling the menus and that there was flexibility in what they chose to eat. We observed staff support and encourage one individual to eat the meal they had prepared. People are supported to be as healthy as they can be.

People's individual needs and preferences are understood. Care plans were detailed and person centred. The plans guided staff in the care and support needs required, and included the person's likes and dislikes. Care records were well organised with a system in place for reviewing monthly, or more frequently where necessary, in order to remain current. Daily records supported people's care plans. We talked to people and saw staff providing care. People living in the home told us they were happy with the care provided and that they felt listened to. One person said, *"There isn't much that I can't choose to do for myself. The staff know what I do and don't like"*. This demonstrates that people's individual needs and preferences are understood and anticipated.

People feel that they matter because staff communicate appropriately with them. We saw a friendly atmosphere; people appeared relaxed and comfortable, in the company of the care workers. People were very much 'at home' in their environment. We saw warm and caring interactions between staff and people living at the home. People told us that staff were kind. Staff responded appropriately to people's requests. People were treated with dignity, respect and kindness. Based on our findings we believe people can be assured that they have encouraging and positive relationships with the staff who support them.

3. Environment

Summary

People can enjoy being supported in a comfortable, homely warm and clean environment, which is suitable for their needs. We found that people benefit from suitable indoor and outdoor communal areas and their confidentiality is respected.

Our findings

People are supported in pleasant and well maintained surroundings. The home was clean, warm and tidy and had many spacious areas. There was a garden area where people could spend time when weather permits. We toured the home and saw on our first visit that the laundry room had not been locked. This was dealt with promptly. We reminded the registered manager that personal products were to be removed from the communal bathroom. We examined records that confirmed that environmental safety checks and repairs were being carried out on a regular basis. We observed that when issues arose, such as the need for repairs or adjustments, these were being documented in the maintenance book. We recommend that actions are recorded in the maintenance book to demonstrate time scales and what has been done to address matters. We saw that the water temperature for one outlet was not within the permitted range and we could not see what had been done to fix it. The registered manager is to address this matter immediately. Overall people can feel comfortable and safe in their surroundings.

People are safe from strangers entering the premises, as all visitors had to ring the front door bell prior to gaining entry and were requested to complete the visitor's book when entering and leaving. The need for confidentiality is anticipated and respected. Care records were securely stored. Care staff knocked people's bedroom doors and awaited a response before entering the room. People's privacy and personal information is well protected.

People can, in general, feel uplifted and valued because they are supported in an environment that suits them. Each bedroom had its own en-suite. Bedrooms we viewed were personalised to reflected people's specific tastes and interests. We noted that since the last inspection efforts have been made to improve the décor of communal areas. Art work had been hung in the corridors which were in keeping with the tastes of the people who live there. The kitchen was of domestic size and enabled people to remain as independent as possible with staff support if needed. The kitchen was clean and we saw that labels were used in the fridge to show when items had been opened. We recommended that the Food Standard Agency is contacted and enquires made as to whether the home needs an assessed for a food rating. People are cared for in a clean and tidy environment which is suitable and meets their accommodation needs.

4. Leadership and Management

Summary

People receive support from staff who are familiar with the needs and preferences of people living at the home and have a good level of training. There is leadership and support from a manager who is readily accessible to both staff and residents. The manager ensures that staff have the required skills to meet the well-being of those living in the home. There is good communication within the staff group.

Our findings

People can access information to help them understand the care, support and opportunities available to them. We saw that a Statement of Purpose and service user guide was available within the home. These documents were current and contained representations of what the home provides. We saw that there were robust company policies and procedures for staff to follow. We looked at a selection of policies and noted that these were appropriate. We observed staff working in a way that upheld this; we observed staff interact with people in a respectful, friendly and patient way. The values and vision of the service are clear.

People are supported by staff who are appropriately recruited. We looked at a sample of staff files and saw all the relevant documentation and checks were in place including full Disclosure and Barring Service (DBS) checks. People's safety is supported by the robust recruitment processes in place

People could be confident that there is a sufficient level of staffing. We saw the staff rota which was completed in a timely manner, and demonstrated sufficient staff on duty to meet people's support needs. During our visit we saw that there were enough staff on duty to provide people with the support they needed when they needed it. There were staff support and training systems in place. We saw good records of staff supervision sessions, which provided them with opportunities to identify any issues. Staff told us that they felt supported in their roles. We looked at the training matrix and saw that staff had undertaken mandatory and service user specific training including Positive Behaviour Management (PBM). There were records of regular staff meetings, which noted who was present. We recommended that staff who were not in attendance sign the records to reflect they had read the minutes. We observed that staff were unhurried when carrying out their duties and took time to talk with people as they did so. Staff we spoke with said they enjoyed their jobs and found them rewarding. People could enjoy being cared for by motivated staff.

People receive support from a service that has an effective quality monitoring and improvement system. We saw that the quality of the service was regularly assessed. Audit tools were used and incidents were monitored. Debriefs are held with staff and the people who involved to offer support. We recommend that the incident number is included on the debrief documentation. We saw reports of the three-monthly internal audits being carried out by the responsible individual. These were detailed and covered a range of subjects and actions to be taken where areas for improvement were identified. We saw the annual quality of care report and we recommended that the date is included to reflect when compiled. An action plan for improvement for the forthcoming year is also required. People's lives are enhanced by the commitment to continuous improvement.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no non compliance notices issued at the last inspection, and no areas of non compliance were identified.

5.2 Areas of non compliance identified at this inspection

We informed the registered manager that risk assessments needed to be more detailed and person centred to fully meet the legal requirement under Regulation 13 (4). A notice was not issued on this occasion as there was no immediate or significant impact for people using the service. The registered manager is expected to rectify this and this will be followed up at the next inspection.

5.3 Recommendations for improvement

We recommend the following:

- When incident debriefs are created the incident number is to be recorded on the document;
- Staff sign to reflect they have read the minutes of the team meeting;
- The annual quality assurance report is to include the date completed and an action plan for improvement for the forthcoming year;
- The Food Standards Agency is contacted to enquire if the home requires an assessment with regards to obtaining a food rating;
- Personal products are removed from the communal bathroom;
- The laundry room is to be locked at all times when not in use;
- Adjustments are to be made to ensure water temperatures remain within the permitted temperature range;
- Actions undertaken are to be recorded in the maintenance book.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made unannounced visits to the home on the 15 February 2017 between 11:20 and 15:10pm; and the 17 February 2017 between 10:55am and 15:00pm.

The following methods were used:

- Conversations with people living at the home, staff and the manager;
- Observations of interactions between people living in the home and the staff on duty;
- Examination of two people's care records;
- Examination of three staff records;
- Examination of the staffing rota & training matrix;
- Examination of the Statement of Purpose and Service User Guide;
- Examination of a random selection of the home's policies and procedures;
- A walk around the home;
- Examination of incident and accident reporting;
- Examination of quality assurance processes including audit visits carried out by the responsible individual, records relating to a recent resident & staff meetings and a sample of environmental certificates;

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Inspiration Lifestyle Services Limited
Registered Manager(s)	Rhodri Clarke
Registered maximum number of places	4
Date of previous CSSIW inspection	28/01/2016
Dates of this Inspection visit(s)	15/02/2017 & 17/02/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No the service is working towards the Welsh active offer
Additional Information: There is one (second language) Welsh speaking person living at the home. There are two fluent Welsh speaking staff. Some documentation and posters can be provided in the Welsh Language.	

