



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 were three people living in the home at the time of inspection. The home is a detached property situated within walking distance of the village of Kidwelly in Carmarthenshire.

The registered provider is Inspirational Lifestyle Services Limited. The Responsible Individual is Ann Bateman. An experienced, suitably qualified manager is in post who is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

People living at Ty Pin Coed receive a good standard of care, which takes into account their individual needs and choices. The manager and staff have a caring, professional and encouraging approach, which helps people to achieve progress with their goals. People benefit from a service that is clear about its role and purpose. People enjoy a comfortable, clean environment that is homely and welcoming.

2. Improvements

No areas of non-compliance were noted at the previous inspection.

We saw that recommendations made at the previous inspection had been addressed.

3. Requirements and recommendations

No areas of non-compliance were identified during this inspection.

No recommendations were made during this inspection.

1. Well-being

Summary

People experience positive relationships and are able to do things that matter to them. They are encouraged to express their own opinions and are involved in decision-making. People as far as possible are protected from harm.

Our findings

People are able to have positive relationships. We saw that staff treated people as individuals; they were attentive and responded well to people's different needs. We saw that people chatted to the manager and staff and they looked relaxed and comfortable. We saw that the staff talked to people in a very friendly, caring and respectful way and people responded positively. When we spoke with people, they told us that the staff were always kind and helpful. When we spoke with staff, it was clear that they were knowledgeable about people's individual needs and how these were met. We found that people feel at home and are able to have safe positive relationships.

People are able to do things that matter to them. We saw that each person had a weekly vocational planner for activities and that they were supported to follow their own interests. One person told us how much they loved to do art work and we saw some of the work they had completed displayed on the walls around the home. Another person told us that a staff member was teaching them to play the guitar. We were told about holidays people had experienced and weekends away. Regular activities people told us about included going to the gym, out to the pub for a meal, shopping and going to the beach. Therefore, we found that people have choice in the activities they pursue and they are encouraged to follow their interests.

People are free to express their views and opinions and are supported to be independent and to make choices. We observed staff discussing people's choice of activities for the day and when people changed their plans we saw that staff were accommodating and supportive. People we spoke with told us that staff were approachable, supportive and friendly. We observed staff displaying good communication skills as they encouraged and supported one person's independence to do their laundry and tidy their bedroom. People were also consulted on the running of the home. We saw minutes of house meetings that evidenced discussion on house rules, activities, shopping and meals. The meetings also allowed any other business people wished to discuss. From the evidence gathered, we found that people are able to express their views and are understood and listened to.

People feel safe and are protected from harm. The staff we spoke with understood their role in protecting people and had attended training to recognise signs of abuse and how to report any concerns. We saw that the Safeguarding Policy was available. 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 their care and support. People's rights are protected and they are safe and, as far as possible, protected from abuse

2. Care and Support

Summary

People receive the right care and support at the right time and the focus is on empowering and enabling individuals to maximise their potential and independence. People's needs are anticipated, and met by staff who know and understand them. People are involved in making decisions about the care and support they receive.

Our findings

People are as safe and as well as they can be because they receive proactive, preventative care and their needs are anticipated. We saw two people's care files and found that they were detailed and were 'person-centred' in their approach. We saw that the files contained essential information in relation to people's support needs, medical conditions medication requirements, and comprehensive documentation relating to any challenging behaviour and risk assessments. We saw that people had regular access to multidisciplinary meetings and one to one time with staff. This ensured that people's psychological and emotional well-being was monitored and their needs met. Referrals were made in a timely way to relevant health and social care professionals. We saw from individual care files that people had been referred to healthcare professionals for assessment and treatment when required such as optician, dentist and general practitioner. The medication processes, storage and the Medication Administration Records (MAR) were viewed and discussed with staff. We saw no discrepancies and everything was in order. People therefore receive the right care and support at the right time.

People are involved in decisions that affect them. We saw that the care files were reviewed and updated regularly and people had involvement in the care documentation. We saw that people had signed their care plan and reviews and they told us that they had been involved in the process. People are therefore involved in making decisions that affect their life.

People are supported by staff who are committed to enabling and empowering them, so that they have as much choice, autonomy and control over their lives as is possible. We found that this included the activities people liked to participate in, their food choices and leading a lifestyle that reflected their preferences. People living at the home told us that they could choose how they spend their time. Some people planned their own meals whilst others were supported by staff. Similarly some people shopped for and prepared their own meals whilst others needed support. People were encouraged and supported to acquire life skills such as shopping, cooking, laundry and cleaning. Staff we spoke with were focussed on what was important to people, enabling them to achieve personal goals, and were knowledgeable about their role in enabling choice. People are treated with dignity, their choices are respected and their potential and independence is maximized.

3. Environment

Summary

People enjoy a comfortable, clean environment that is homely and welcoming. People's right to privacy is respected within a safe, secure environment.

Our findings

People feel uplifted and valued in their home. We saw that Ty Pin Coed offered a comfortable, clean and homely environment for people to live. The home is located in a quiet residential village on the outskirts of Kilgetty Carmarthenshire and has easy accessibility to the post office, shops, cafes and public transport. People also benefit from an enclosed and private rear garden with views to open countryside. This provided people with the opportunity to relax and enjoy the outside when weather permits. We saw that the two lounge areas were welcoming and comfortably furnished. Each bedroom had its own en-suite. The bedrooms we saw were personalised to reflect people's specific tastes and interests. We saw photographs and artwork in the corridors, which were in keeping with the tastes of the people who live there. The kitchen was domestic in size and enabled people to be as independent as possible with staff support if needed. We saw that the kitchen was clean and tidy. People therefore feel uplifted and valued because they are supported in an environment that suits them.

People are protected and their safety is maintained. We saw that appropriate checks had been carried out throughout the home. The Control of Substances Hazardous to Health (COSHH) cupboard was found to be suitably locked. All confidential files, including care and staff files, were stored securely in lockable cupboards. Visitor identity was checked before entering the home and we were asked to sign in. People's right to privacy is therefore respected within a safe, secure environment.

4. Leadership and Management

Summary

People benefit from a service that is clear about its role and purpose. Staff are recruited, trained and supported to effectively meet the needs of the people who live in the home. There is a commitment to and evidence of continuous improvement within the service. Robust systems are in place to monitor the quality of care. People's rights are respected and they are safe and protected from abuse.

Our findings

The vision and purpose of the service is clear. We found the manager of the home had a good level of understanding of their responsibilities and provided a clear, up to date statement of purpose and service user guide for people. We saw that both these documents were up to date and met regulatory requirements. The values and principles of care provided were clearly stated with emphasis placed on the rights of people using the service. We observed staff working in a way that upheld these statements as we saw staff interacted with people in a respectful, friendly and patient way. People therefore benefit from a service which is clear about its role, values and purpose and ensures people know and understand the care, support and opportunities available to them.

People receive care and support from staff that have been appropriately recruited and who receive training and regular supervision. We viewed the personnel files of three members of staff. These demonstrated that pre-employment checks had been completed in line with the regulations. The manager reported no issues regarding recruitment and retention as there had been a stable staff team for some time. We saw that staff received regular one to one supervision and an annual appraisal to support them in their role and records we viewed evidenced that this was a two way process. Staff we spoke with told us that they had a good relationship with the manager who supported them well. They informed us that they were able to talk to him about any issue or concerns and his door was always open. We saw the training matrix and staff told us about the training they received that included: Deprivation of Liberty Safeguards (DoLS); Mental Capacity Act; personality disorder; epilepsy; safeguarding; medication. We saw that well over 50% of support staff had achieved or were working towards a recognised social care qualification. This confirmed there was appropriate ongoing training and a development programme in place. We consider that the home has systems in place where staff are recruited, trained and supported to effectively meet the needs of the people who live in the home.

People receive care and support from a service that maintains robust systems to monitor the quality of care at the home. The responsible individual is a regular visitor to the home and we saw documentation to evidence that they undertook the required Regulation 27 visits to ensure the quality of care. People and their relatives, staff, health and social care professionals were also able to express their opinions and views in order to enhance the

service. We saw that the annual quality assurance report was current and that measures were already in process to gather information for the next report. Therefore, we found that there is a commitment to and evidence of continuous improvement within the service for the benefit of the people who live there.

The home ensures the safety of people living there. We saw a programme of health and safety checks that the provider undertook and records confirmed that these took place meaning there was good oversight of health and safety. We saw risk assessments that covered all areas of the home and certificates relating to the servicing of gas and electrical safety and portable appliance testing (PAT) of all appliances. We saw that policies and procedures were in place which focused on people's welfare such as safeguarding, confidentiality, and health and safety. People therefore benefit from a service which sets high standards for itself, and is committed to quality assurance and constant 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.

5.2 Recommendations for improvement

There were no recommendations made.

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made one unannounced visit to the home on the 15 August 2018 between 8.45 and 14.45.

The following methods were used:

- We had discussions with people living at the home, staff and the manager;
- We observed interactions between people living in the home and the staff on duty;
- We viewed two people's care records;
- We viewed three staff records;
- We viewed the staffing rota & training matrix;
- We viewed the Statement of Purpose and Service User Guide;
- We viewed a random selection of the home's policies and procedures;
- We undertook a tour of the home;
- We viewed the quality assurance processes including audit visits carried out by the responsible individual, records relating to recent resident & staff meetings and a sample of environmental certificates.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Inspiration Lifestyle Services Limited
Registered Manager	Rhodri Clarke
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	15 and 17 February 2017
Dates of this Inspection visit(s)	15/08/2018
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information: Currently, all residents are English speaking. This is a service that is working towards providing an "Active offer" of the Welsh language.	