



Inspection Report on

Ty Undeb

Ty Undeb
74 Queen Victoria Road
Llanelli
SA15 2TH

Date Inspection Completed

6 July 2021

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About Ty Undeb

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

Summary

People lead happy and fulfilling lives at Ty Undeb. Care workers support each person in a person-centred way, ensuring they are fully involved in all discussions about their care. People are encouraged to make daily choices in how they live their lives and to do things that are important to them. The enthusiastic staff team want to make a positive difference to people's lives, where people they support are at the heart of the service. Care workers feel well supported by their managers and receive training relevant to their roles.

A professional management team continually strives to develop people's care and support wherever possible. Good communication channels are evident, with robust monitoring of the quality of care people receive. The provider has been very proactive during the pandemic, keeping people in the service and care workers healthy by the use of safe practices.

A relaxed atmosphere throughout the home helps people and visitors feel at ease. All employees demonstrate a thorough knowledge of the people they support. The service promotes the use of the Welsh language and culture.

Well-being

Overall, people at Ty Undeb have control over their day-to-day lives. Each person knows and understands what support and opportunities are available to them. Because people are actively involved in all decisions made, they know about any changes to their support plans. Care workers know the people they support well. Keyworkers work with people to ensure they receive the support and information they need. Personal plans contain personal preferences, background and family histories, and list and identify people who are important to them. Monthly resident meetings let people raise any issues they want to discuss with the management team. Senior staff invite people to take part in staff recruitment, to engage with potential employees with similar outlooks and interests. The home's statement of purpose accurately describes what the service provides and is readily available to people and relatives. All people using the service have a copy of the written guide; this provides details of what they may expect from the home as well as details of the complaints process should they need to use it. People have access to advocacy services where they want independent support in issues that affect them: there are pamphlets in communal areas for anyone to take.

As far as possible, people are safe and protected from abuse. People say they feel safe, and senior staff protect their privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs. All care workers receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. Each person is as active as they wish to be. People personalise their surroundings in line with their interests and hobbies. Care workers have a good rapport and relationship with people and interact in positive ways, with good-humoured conversations.

The home provides the Active Offer of the Welsh language; this means being proactive in providing a service in Welsh without people having to ask for it. There are care workers who are Welsh speakers and some documents are already available bilingually in English and Welsh. However, there is no demand currently for Welsh speaking support.

Care and Support

There are up-to-date plans for how the staff team enable people to live their lives as they

wish. Senior staff carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs: they take information from various sources, including previous placements and family members. This is an ongoing process as people look to become more independent and move on. One-page profiles record what is important to people and personal plans clearly describe each person's support. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence. Keyworkers and senior staff review care records every month, or more frequently, wherever support needs change so they remain up-to-date. Care workers support people to manage their own medication, with specific support for each person, depending on their understanding, and with regular checks in place. In addition, care workers regularly give people the time they need to talk about any anxieties.

People do things that matter to them and make them happy. They meet with their keyworker weekly to plan the week ahead. Some people like to eat together, so a communal meal on Sundays is a popular social occasion, with each person in the home taking turns to shop, or cook. Some people have enjoyed bread and jam making in the past, while others enjoy gardening and there are raised beds for vegetables. The local beach is close by and local shops are within walking distance. People also visit their families and attend local groups such as a chess group in the local library. Many activities stopped during this year's pandemic, but care workers remain motivated and focused on what is important to each person and the provider has supported people to stay in contact with their families using video calls and messaging. People are involved in planning their time. Wherever people lack motivation to do things, care workers tell us having clear goals is very effective in focusing people onto what is important – to become more independent.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them.

Environment

Overall, people receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. One person told us, *"It's a nice place to live. I like that it's near the town and it's lovely and warm."* The building is easy to navigate

and people can choose different areas to socialise in - there is a large kitchen-diner and two lounges, as well as space outside where people can spend time. We saw one person meeting his keyworker about a new tenancy agreement in one lounge, the other lounge had football on and there was a game of chess in progress in the kitchen-diner. Bedrooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. An audit carried out in March 2021 identified some environmental issues such as damp areas around the property. The manager is currently addressing these issues as a matter of priority.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Employees ask all visitors to record their temperatures on arrival due to the pandemic. Peoples' personal care records are stored electronically and are password-protected, so are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information that is not available electronically is stored securely in the manager's office.

Clear infection control procedures are in place and care workers use personal protective equipment when closely interacting with people. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. Electric and gas safety inspections are carried out within the recommended timeframes.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. Monthly audits monitor all aspects of people's care, including medication, infection control measures and record keeping. Any issues that arise

are promptly resolved. Regular discussions take place with people and healthcare professionals involved in their care. During the pandemic, senior staff have maintained regular contact with people and staff teams through video conferencing when they were unable to visit them. People and relatives know how to make a complaint if they need to, and are confident the provider would listen to them if they did. Each person has a copy of the complaints policy and is confident enough to use it if they need to. The responsible individual (RI) is in regular contact with the home and provides good support to the manager and deputy manager. Care workers spoke positively about senior staff members, saying, *“Good support. And very enthusiastic too.”*

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care.’ All care workers are up-to-date with their essential training and undertake specific training relevant to the people they support. For example, positive behaviour support, management of self-harm and the risks of lone working. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. People and their relatives complete surveys to comment on the quality of support they receive: responses from the most recent surveys were complimentary. All findings are summarised in a six-monthly quality of care report, which identifies all planned improvements for the home. Employees may discuss any issues they wish to raise in three-monthly supervision meetings.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people’s well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI, but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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