



Inspection Report on

Prince Llewellyn Farm

Treharris

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

04/09/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About Prince Llewellyn Farm

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	06th September 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People living at Prince Llewellyn Farm receive a good level of person-centred care and support. Care documentation is detailed and clearly set's out people's care and support needs. Risk assessments help to identify and manage areas of concern. Care documentation is reviewed regularly to ensure it remains current. People told us they are happy living at the service and are supported to live active lives. People's relatives also provided complimentary feedback regarding the service their loved ones receive. Care workers are trained to meet the needs of the people they support and feel supported by the management. The recruitment process requires strengthening. There are suitable governance arrangements in place helping the service run smoothly. The Responsible Individual (RI) visits the service regularly and is up to date with all their specific duties. Relevant policies and procedures are in place and updated when necessary. The environment is clean and well-presented. Regular audits and an ongoing maintenance programme ensures the environment is safe.

Well-being

People are safe and protected from harm and abuse. There are measures in place promoting safe working practices. Risks to people's health and safety are thoroughly assessed and managed. There is a safeguarding policy containing the most recent statutory guidance. Care workers receive safeguarding training and know the process for reporting concerns. Care workers receive regular supervision to support their development. Incidents and accidents are logged and reported to all the relevant agencies and appropriate actions are taken to reduce their frequency. Quality assurance measures help identify and action areas of concern.

People have a voice and are treated with dignity and respect. People have positive relationships with the care workers who provide their care and support. care and support plans are detailed and reflective of the needs of the people being cared for. People are involved in the care planning and review processes putting them in the forefront of the care and support they receive. People's views are sort to inform improvements within the home.

People's overall health and well-being is promoted. The service has good medication management procedures in place with medication being appropriately stored and administered as prescribed. Advice from medical professionals is sort when required and any relevant medical professionals are involved in the care planning and review process. People are encouraged to participate in activities they enjoy, many of which support people's physical and mental health and emotional well-being.

A clean, comfortable environment helps support people's well-being. The home is maintained to a high standard with an ongoing programme of maintenance and repairs in place. Bedrooms are personalised to people's preference and there are sufficient communal areas available. Regular health and safety audits and cleaning schedules promote safety and good standards of cleanliness and hygiene.

Care and Support

People and their families are happy with the care and support provided. People are encouraged and supported to be as independent as possible. We saw people have access to a range of activities they enjoy which promote inclusion and social interaction. One person told us he enjoys going to concerts and to the local pub. People also enjoy activities within the home, and we saw care workers providing a range of activity choices in a relaxed environment. We saw positive interactions between care workers and people throughout the time we spent at Prince Llewellyn Farm. Care workers appear to know the people they support well and are familiar with their needs and routines. People we spoke to provided positive feedback regarding care workers. One said, *“The staff are great, they do a good job”*. Positive feedback was also received from people’s relatives who used words like *“excellent”*, *“really good”* and *“fantastic”* to describe the standard of care and support provided.

People receive care and support specifically tailored to meet their needs. Personal plans are person-centred, giving direction to care workers around how best to support people to achieve their outcomes. Information recorded in personal plans include care plans, risk assessments and management plans. Some of these documents have been devised using a specialist multi-disciplinary team approach. These include positive behaviour support plans and communication passports which support people’s independence and inclusion. Personal plans are produced in conjunction with people, their representatives, and where necessary other professionals. Reviews of care documentation take place regularly and updates are implemented if needed. Deprivation of Liberty Safeguard (DoLS) authorisations are in place for people who lack mental capacity to make decisions regarding their care and support. These authorisations ensure care and support provided which may deprive people of their liberty is legal.

Medication management systems are safe, and people have good access to health care professionals when needed. Medication is securely stored and can only be accessed by authorised personnel. Care workers receive relevant training and there is a medication policy promoting safe practice. Medication is frequently audited to identify and address any issues. We looked at a number of medication administration recording charts and found people receive their medication as directed by the prescriber. Information recorded on people’s personal plans show they have good access to health care professionals when needed. We saw evidence of appointments with professionals such as GP’s, Dentists and Opticians. We also saw records of correspondence with health care professionals with any advice given clearly documented.

Environment

People live in an environment that supports their well-being. Prince Llewellyn Farm is a two-story house located on the outskirts of the village of Treharris. The home is clean and tidy throughout. Care workers follow a cleaning schedule which promotes good standards of cleanliness and hygiene. Entry to the home is secure, with visitors having to sign in before entry and sign out on departure. People's bedrooms are personalised to their specific preferences. For example, one room we viewed contained photos, decorations, keepsakes, and entertainment systems. Another room we viewed did not contain such items as the person who occupies the room has a sensory impairment and would prefer minimalistic décor. There are sufficient toilet and bathing facilities which are kept clean. Communal areas consist of two large lounge areas and a kitchen / dining room. We observed people in communal areas. They appeared calm and relaxed, this suggesting they are happy with the environment. The kitchen facilities are appropriate and enable people to participate in food preparation if they wish. The kitchen facilities have been awarded a score of four by the Food Standards Agency, this suggesting hygiene standards are good. The home is set in mature gardens with seating available. This provides a space where people can relax or participate in activities. There is also a summer house containing games and entertainment systems people regularly use. There is a smallholding connected to the property where the provider offers staffed horticultural activities. People living at the home can access this area if they choose to do so.

The home is safe and maintained to a good standard. Was saw up to date safety certification for fire safety features and utilities such as gas and electricity. There is an up-to-date fire risk assessment and people have personal emergency evacuation plans in place. Substances hazardous to health are securely stored in line with Control of Substances Hazardous to Health (COSHH) regulations. Regular health and safety audits are conducted to identify and action areas of concern. We completed a visual inspection of the home and saw window restrictors are fitted to windows on the upper floor and the home is clear of clutter and obstructions. We did not identify any environmental hazards during our inspection.

Leadership and Management

Care workers feel supported in their roles and are trained to meet the needs of the people they support. Care workers provided positive feedback regarding their working conditions. One said, *"I love working here, it's great"*. Another care worker said, *"I've worked here eight years, it's a good place to work. It's nice seeing the guys get on in life"*. Supervision and appraisal records show care workers receive the recommended levels of formal support. This process gives care workers the opportunity to identify any support they may require and discuss their development opportunities or any concerns or issues they may have. Care workers told us there is a good standard of training provided which helps them deliver good quality care and support. We looked at training statistics which showed the service is 95% compliant with its training requirements.

We examined the services recruitment process and found some aspects require strengthening to make it more robust. Personnel files contain most of the required information including references from previous employers, identification and Disclosure and Barring Service (DBS) checks. We found there were gaps in the employment history in some of the personnel files we looked at. However, the manager assured us this issue was being addressed. On commencement of employment care workers have to complete a structured induction and they get the opportunity to shadow experienced members of the team. Care workers must also register with Social Care Wales, the workforce regulator. This is done to ensure care workers possess the qualifications needed for working in the care sector.

There are systems in place supporting the smooth running of the service. Arrangements for governance, quality assurance and auditing are good. The RI appears to have good oversight of service provision. We saw evidence the RI regularly visits the service and speaks to people and staff. During these visits the RI also analyses a range of information relating to things like staffing, personal plans, and safeguarding matters. Every six months a quality-of-care review is completed. Following this a report highlighting the services strengths and areas for development is published. Policies and procedures cover areas such as complaints, infection control, medication and safeguarding. They are kept under review and updated when necessary. Other written information such as the statement of purpose and service user guide accurately describes the service and contains all the required information. These documents are available in a range of formats including easy read.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
16	The provider is not compliant with Regulation 16(1). This is because some risk assessments and support plans have not been reviewed within the required three monthly timeframes.	Achieved

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 13/10/2023