



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

06/09/2022

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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	27/07/21
Does this service provide the Welsh Language active offer?	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

Prince Llewellyn Farm specialises in providing care and support for people with learning disabilities whose needs have been assessed as being complex. The service appears to be well-managed with good governance arrangements in place to ensure people receive care and support tailored to their specific needs. Care documentation is detailed and clearly highlights people's personal outcomes and the best ways to achieve them. We found improvements are required to the review process to ensure people's care documentation is reviewed in line with regulation. The service promotes active lives, independence, and choice. People engage in a range of activities that include vocational and leisure pursuits as well as participating in domestic tasks around the home. People benefit from living in a welcoming environment that is maintained to a high standard.

There are policies and procedures in place that promote safe practice and there is a safe recruitment process in operation. Care workers have access to an ongoing programme of training and development and receive regular supervision and appraisals from the management team.

Well-being

People are treated with dignity and respect. We saw care workers interacting with people showing warmth and kindness. People we spoke to provided complimentary feedback regarding care workers and the standard of care and support they receive. People's relatives informed us they are incredibly happy with the support provided and caring approach of staff, and used words like "*excellent*" and "*lovely*" to describe them.

People are supported to make choices and do the things that are important to them. People, their representatives and the wider multi-disciplinary team are involved in the care planning process. We saw people have individualised activity plans in place that set out pursuits of interest. Management plans and risk assessments are in place to ensure activities undertaken are done so safely.

A pleasant environment supports people's wellbeing. The home is maintained to a high standard and is clean and tidy throughout. It is suitably furnished and nicely decorated. Equipment, facilities, and utilities are subject to regular checks and servicing to ensure safety is maintained. The homes exterior gardens provide a space that people can utilise for activities or relaxing.

There are systems in place to keep people safe. We saw evidence that any concerns, incidents/accidents, and safeguarding matters are reported to the relevant agencies as required. Policies and procedures, risk assessments and management plans set out strategies for keeping people safe. Care workers receive relevant training and are aware of their safeguarding responsibilities including the process for raising concerns.

Care and Support

People's personal plans outline their care and support needs. They also contain lots of person-centred information such as personal histories, people's likes & dislikes and how they communicate. We examined several personal plans and found they contain comprehensive information on the best ways to support the person. We found that some plans including Positive Behaviour Support (PBS) plans are devised using a multi-disciplinary team approach. This is done to ensure the support people receive is specific to their needs. PBS plans outline a series of pro-active responses that care workers can deploy to manage behaviours that challenge. Risk assessments provide an overview of approaches that can be employed to protect people from harm. The process for reviewing care documentation needs to be developed further. Not all risk assessments and support plans have been reviewed in line with regulation. We told the provider this is an area for improvement which we will review at our next inspection.

We observed people being supported to attend community-based activities. One person was being supported to visit a local pub for a game of pool. Another person was being supported to attend the providers head office where they help with some administrative work. As well as the community, people engage in activities within the home. There is a small holding connected to the home that is used to grow a variety of fruits and vegetables. People can access this facility to engage in horticultural activities. Daily activity schedules are based on what people enjoy and detail what they do on a day-to-day basis. People we spoke to told us they enjoy the activities they take part in. One person said, *"I've been to a Motown show, it was really good"*.

People and their relatives are happy with the care and support they receive. We saw positive interactions between care workers and people throughout our inspection. Some of the care workers we spoke to have worked at the service for several years and are very familiar with people's needs and routines. A person using the service told us *"The staff are really nice; they help me with things and take me out and about"*. A relative of a person using the service said, *"The care is excellent, and the staff are very pleasant"*.

Medication is stored safely and administered as prescribed. Medication recording charts (MAR) are accurate. This suggests people receive their medication at the right time. People have medication risk assessments and management plans, and regular audits are conducted to identify any discrepancies. Care workers receive medication training and there is a designated 'medication champion' who is responsible for ordering people's medication ensuring good supplies are maintained at the service.

Environment

People benefit from an environment that is well-maintained and welcoming. Communal areas are clean and comfortable. On the day of our inspection, we observed people within the home. They appeared content and relaxed which indicated they are happy with the environment. Care workers complete routine cleaning of the home to maintain good hygiene standards. The kitchen has been awarded a score of 4 by the food standards agency which means there are good food hygiene and safety systems in operation. People have access to a number of communal bathroom and shower facilities that are suitably maintained. People's bedrooms are well-sized and personalised to their preference.

There are substantial well-maintained grounds that are accessible for people to use if they wish. Situated in the grounds is a summerhouse that people can use for participating in activities or relaxing. There is a smallholding that people can access. Here, people can enjoy horticultural activities which are supervised by a dedicated member of staff.

The environment, its equipment and facilities are safe for people to use. Safety certificates for utilities such as gas and electric as well as fire safety features are in place. We saw detailed evidence of checks carried out by care workers including fire and water safety checks. Substances hazardous to health are securely stored and restricted areas are locked.

Leadership and Management

There are good governance and quality assurance measures in place. Policies and procedures promote safe practice. They are reviewed regularly and aligned with national legislation and best practice guidance. The responsible individual (RI) visits the service regularly and completes checks to help ensure the service is meeting its objectives and people are happy with the standard of care and support they receive. The service completes regular quality of care reviews to ensure services provided are of a good quality and safe. Also considered in the quality-of-care review are the services strengths and any areas that can be developed. The current Statement of Purpose accurately describes the service provided and there is a User Guide that contains useful information for people living at the home.

Care workers are suitably trained and supported in their roles. Care workers we spoke to provided positive feedback on the services training provision. One care worker said, *“The training is good, you have an induction when you start, then annual refresher training. We have specialist training when needed. I’ve recently done diabetes training”*. We looked at the service’s training records which shows it is 97% compliant with core training requirements. Care workers receive regular supervision. They also receive an annual appraisal. This is important as it gives care workers the opportunity to discuss work related matters and reflect on their performance. A care worker told us they feel supported in their role, while another commented *“The manager is lovely. Happy to take our advice and opinions on board. She sticks to her word.”*

The service operates a safe recruitment process. All newly appointed care workers undergo a series of checks to ensure they possess the right skills and are suitable to work with vulnerable people. There is a structured induction programme where training and shadowing opportunities are offered. Care workers we spoke to on the day of our inspection told us staffing levels at the service have been low which has led to a drop in team morale. We discussed this with the management team who told us they have recruited several new care workers who are currently going through the induction process and would be available to work at the service in the near future.

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
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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.	New
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Date Published 19/10/2022