



Inspection Report on

21 Towyn Way

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17 September 2021

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About 21 Towyn Way

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	31 October 2018
Does this service provide the Welsh Language active offer?	The service is currently working towards a “Welsh Active Offer”

Summary

The service offers care and support in a way people like. Healthy lifestyles are encouraged and people are able to positively occupy their day. Personal plans are detailed and care workers understand individual needs. Medication management is effective and the home environment is pleasant and well maintained.

Good management arrangements ensure the service operates smoothly. Care workers appear motivated, supported and supervised in their role. Staff recruitment is safe and effective. Infection control and use of personal protective equipment (PPE) follows Public Health Wales guidance. Care workers receive regular supervision however, training has been difficult to maintain during the pandemic and requires further improvement. The Responsible Individual (RI) shows a good level of awareness of the service.

Well-being

Individual rights and entitlements are considered. The service supports people to express their views and make choices. Routines and preferences are considered and people have control over decisions such as diet, activities and daily schedules. Personal plans focus on goals and interests as well as considering the development of new skills. Resident meetings offer the chance to provide feedback on positive practices and those areas that would benefit from improvement. The completion of reviews are in line with regulations and people and their relatives are actively involved in this process.

The service supports physical and emotional well-being. Routine appointments and timely referrals make sure people remain as well as they can be. The administration of medication is as prescribed and monitoring records help care workers identify changes in physical and emotional wellbeing. The service encourages healthy meal choices and lifestyles. Despite restrictions in place during the pandemic, care workers continue to ensure people occupy their day by participating in a range of activities they enjoy. People receive support to maintain contact with family members and those who are important to them.

People receive support, which safeguards them from harm. The service provides suitable and safe accommodation. Access to the home is restricted to authorised individuals. The environment is clean and well maintained and safety checks are completed. A range of policies in place support good care practices and risk management plans assist in reducing behaviours that may challenge. Care workers have access to sufficient personal protective equipment (PPE) and receive training on its correct use.

Care and Support

People receive good quality care and have things to look forward too. There are sufficient care workers in place to ensure care is received as outlined in personal plans. Care workers have good understanding of those areas in life people may find challenging and provide support accordingly. Relatives we spoke with state the service “*understand x’s routines*” and “*they know x so well*” and described care as “*tailor made*”. The service supports people to undertake a range of activities, which reflect their interests. The Hub, a group day resource owned and run by the company, provides an opportunity to develop wider friendships and engage in group activities. One to one sessions with care workers take place, as well as opportunities to undertake supported holidays. Relatives describe the service as “*fantastic*” and “*first class*”, “*staff love them like their own family*”. Relatives spoke of having “*peace of mind*” knowing their family member were “*cared and loved*”. They described care workers as welcoming and often going “*above and beyond*” their roles. Relatives spoke of positive communication with care workers and the home manager. Also of how the service “*recognised the importance of family visiting*” and ongoing contact throughout the pandemic.

Detailed and up to date care documents are in place. Personal plans are robust, detailed and personalised. Specialist health and social care professionals help develop plans and take part in reviews. Documents contain information on life experiences, medical history, likes, dislikes and routines. Personal plans look at how to encourage individual strengths and considers aspirations and goals. Daily records detail people’s experiences and achievements and regular reviews consider how well individual goals and needs are met. Communication and behavioural plans detail behaviours that may challenge and provide guidance on triggers and strategies to manage these. We saw updated personal plans were not always signed by staff to evidence they had read and understood these documents. However, we noted staff we spoke with were very knowledgeable on individual needs.

Medication systems in place are safe. We viewed a sample of medication administration records (MAR’s) and found these to be completed appropriately. Secure arrangements are in place for the storage of medication. PRN (as required) medication records show their reason for use and any outcomes. Daily room temperature checks ensure medication remains effective. The correct authorisations are in place for those people unable to consent to the administration of medication. Staff competency checks, medication audits, risk assessments and reviews ensure people receive the correct medication and practice remains safe.

Environment

The environment is clean and well maintained. The property is decorated in a manner that suits the people they support. Since the last inspection, the service has completed adaptations to create a ground floor annex. The completion of these works are to a good standard and the space looks homely and spacious. There is an ongoing programme of maintenance and repairs in place. The service undertakes appropriate security, utilities and fire safety checks to make sure people remain as safe as possible.

The service reduces potential risks and hazards. COVID tests taken prior to accessing the property ensure people and staff remain as healthy as possible. Checks made ensure visitors have the appropriate authorisations to access the service. Personal evacuation plans are in place so care workers understand the level of support people need in the event of an emergency. Care workers have a good supply of personal protective equipment (PPE) and are confident in using this.

Leadership and Management

Policies and processes support the smooth running of the home. The statement of purpose is up to date and reflects the service provided. Staffing rota's show sufficient care workers to provide the right level of care and support. The service has a range of policies and procedures, which are fit for purpose and care workers we spoke with, have a good working understanding of these. The management team consistently reports concerns and significant events to the appropriate agencies. Regular resident meetings ensure feedback is sought and the service continues to be effective. The completion of three monthly visits and six monthly quality of care reviews undertaken by the RI are in line with regulations. The home is working towards a Welsh active offer, the statement of purpose and service user guide are both available in Welsh. The service offers staff Welsh language training and there are some Welsh speakers within the organisation.

The recruitment of staff is effective but training requires some improvement. We found recruitment files in good order and contained the necessary information to ensure staff are of good character and hold the necessary skills and qualifications. The training matrix highlighted not all care workers have completed areas of training. We acknowledge accessing training throughout the COVID outbreak has been difficult for many services who previously relied on face-to-face training. Since the pandemic, the service has invested in online training to address any shortfalls. Care workers told us they feel sufficiently trained and skilled to undertake their role. We informed the RI we would expect the service to address any gaps in training by the next inspection.

Care workers feel supported and receive regular supervision. Care workers feel supported in their role and confident in approaching their manager with any queries. We saw evidence of regular team meetings and supervision to support professional development and discuss any changes to the service. Care workers stated "*we work well as a team*" and "*I love the residents they are like family*". However, many spoke of how "*difficult*" it has been offering support due to the measures taken during the pandemic and loss of some established members of staff. Senior managers and the RI provided assurances an active recruitment drive is in place as well as a number of strategies to support existing staff.

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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