



Inspection Report on

Ty Cornel

Treharris

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12 01 2023

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About Ty Cornel

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	[08 November 2018]
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh Language. It does not anticipate, identify or meet the Welsh language needs of people who use or intend to use the service.

Summary

People living at Ty Cornel are supported in a way which is personalised to their preferences and needs. People are supported to be independent, to develop and to meet their personal outcomes. Support is skilfully provided in a respectful and caring way, and in accordance with people's individual plans. These plans are detailed and accurate. Reviews of the personal plans are completed regularly and involve people and their representatives. The way that people are supported to be involved in their reviews and setting personal outcomes is expertly done.

People have their own personal space as well as use of the communal areas within Ty Cornel. The home is well maintained and homely. Systems are in place to maintain the safety of the environment.

People are supported by regular staff who have had the relevant recruitment checks to ensure they are appropriate to work with vulnerable people. Staff are supported to develop and lead on areas of interest within the service.

There is consistently good managerial oversight of the service, and this is valued by the staff team, professionals and representatives of the people living at the service.

Well-being

People are supported to live a fulfilled life and to have control over their day to day lives. People are supported to make their own decisions and if this is not possible there are extensive processes in place to ensure that decisions are made in the best interests of the person at all times. People are supported and opportunities made available to enable them to achieve and maintain their wellbeing.

There are regular reviews which take place in different ways to suit the person. People are supported to reflect on what they have achieved and to plan what they want to focus on in their immediate and longer-term future. A social care professional commented "*reviews always consider people's potential and what can be achieved next / what the next outcomes and what the goals are for that person.*"

People are supported to promote their rights as citizens both within Ty Cornel and in the wider community. People are supported to maintain contact with people who are important to them. The service welcomes involvement from families and are flexible in how support is provided to maintain relationships outside of the service.

The provider is actively recruiting for some vacancies, but arrangements are in place to ensure that people are supported by care staff familiar to them. All staff complete the appropriate pre-employment checks and training prior to working at Ty Cornel to ensure that people are safe.

The manager has excellent oversight of the service and has robust systems in place to ensure the safe running of the home. The RI undertakes regular reviews of the service and produces reports as required. The format of these reports is under review.

People live in accommodation, which is safe and secure. There is a small garden which is a usable and inviting area. People are happy living at Ty Cornel.

Care and Support

People are supported by staff who know them well. People living at Ty Cornel are supported as individuals and their personal plans reflect this. People are supported to undertake their own individual interests and activities and there is usually enough staff to enable this daily. Personal preferences are also supported in relation to mealtimes and people can choose to eat together or separately if they wish.

People are supported respectfully by staff in a way that is set out in their personal support plans. Interactions between staff and people using the service are warm, relaxed and friendly. Phrases such as “*home*”, “*nice*”, “*open*” and “*lovely*” are used to describe the service by the people living at Ty Cornel. A professional has fed back that a member of staff is “*exceptional in her care and support.*” A relative has also described the service as being “*overall, excellent*”.

Reviews are completed regularly and take place in different ways to support people to take part in a meaningful way. The views of family members and professionals are also gathered as part of the reviewing process. Where needed, plans are updated to reflect changes in need or progress made towards a goal, or when the person has a new goal they want to achieve.

Regular contact is sought from health and social care professionals when needed and there are detailed daily records completed. People are supported to develop their independence and achievements are recognised and positively reinforced. Where people move on from the service staff advocate for the person to ensure their voice is heard within the transition process and to ensure that any change is a positive one. Likewise, when a person moves into the service, the manager ensures that compatibility is considered and regularly monitored.

There are safe and clear systems in place for care staff to support people with their medication. Medication Administration Records (MARs) are in place and completed correctly. Regular medication audits are conducted, and care staff are up to date with their medication training. Medication is stored securely and is well organised.

Care staff have a Disclosure and Barring Service (DBS) check and are registered with Social Care Wales. Care staff are up-to-date with their safeguarding training and there are processes in place to monitor compliance with training requirements.

Care staff know how to report a concern internally and feel confident in raising any issues with the manager. Safeguarding policies are in place and are aligned to current guidance and provide a good level of detail.

Environment

Ty Cornel is a warm and comfortable service which presents as homely and inviting. The layout of the home reflects the needs and preferences of the people living there. There is enough space to enable people to spend time together or pursue interests and pastimes individually if they prefer.

People can access a small rear garden which is secured with fencing and overlooked by mature trees. The garden has a patio and a grassed area with a path between the two. This path is uneven and may be difficult for people with mobility needs but it does not currently cause an issue for the people living there. There is seating available in both of the garden areas and the sensory needs of people have been considered in how the garden is laid out.

Ty Cornel has a kitchen / dining room which people have access to as they want. There is adequate space for people to be supported and included in making their meals. The area is also used for socialising or independent activities.

There are individual visual timetables and planners displayed to assist people to know what the plans are for that day and the week ahead. People's bedrooms are very personalised, and they are respected as the person's private space and are furnished / decorated to the person's own tastes and interests.

People can be assured that they live in a safe and secure environment, and that regular checks and processes are in place to maintain this to the standards required. These checks include the maintenance of the home as well as completion of regular fire checks and evacuation drills.

People are supported to develop their independence in maintaining their own rooms and items and this includes the use of laundry and cleaning products. There are processes and risk assessments in place to ensure that people's safety is maintained while undertaking these activities.

Leadership and Management

The manager has excellent oversight of the service including any changes to the need or personal outcomes of the people living at Ty Cornel. The manager covers two small homes which are close together and there is a senior care worker who assists in the running of the home. Care staff are supported to take on areas of practice to lead on and to have oversight of which promotes the development of staff as well as ensuring that high standards are maintained in the service.

The RI completes three monthly visits to the service which includes the completion of a six-monthly quality of care report. The format of how the visits and quality of care reports are completed are going to be reviewed by the RI.

The service is not currently promoting the Welsh Language. To implement the active offer at this time may impact negatively on the people living at Ty Cornel, however, if this changes the service will review the provision of the active offer.

There are sufficient levels of care staff available to people living at Ty Cornel. Staffing levels ensure that people are able to pursue interests separately which includes accessing the community most days. Although the permanent staffing levels at Ty Cornel are not at their optimum, support is provided by consistent care staff and the service is actively recruiting.

Care staff access regular supervision as well as an annual appraisal. Staff personnel files include the appropriate recruitment checks such as references and work history along with a DBS check. Care staff are happy in their role and there is evidence of career progression within the service with a relatively low staff turnover.

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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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 24/03/2023