



## Inspection Report on

**Maes Y Rhyddid**

**Maes Y Rhyddid**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

### **Date Inspection Completed**

15 October 2021

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## About Maes Y Rhyddid

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	26/09/2019
Does this service provide the Welsh Language active offer?	This service is working towards an active offer.

### Summary

Maes y Rhyddid supports healthy lifestyles and people can do things that matter to them. Care workers understand people's preferences, routines and care needs. The service offers opportunities to engage in a range of interests and community activities. Risk assessments are detailed and up to date. Medication practices are safe. People, professionals and relatives support with the development of personal plans and attend regular reviews. Feedback from families and people indicate they value the service they receive.

The environment is secure and good infection control arrangements are in place. The management of recruitment is effective. The frequency of supervision and completion of staff training would benefit from improvement. Staff feel skilled and supported in their roles. The RI has good oversight of the service and effective management arrangements ensure care provided is of a good standard.

### Well-being

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The service supports people to have choice and control. Records evidence people receive support to make choices and decisions about their everyday lives. The service speaks with key people when completing personal plans. Individual routines and interests are recognised and people receive support in a way they like. Personalised bedrooms help provide a sense of belonging. Resident's meetings take place so people can feedback on what the service does well and what needs further development or improvement. Capacity assessments and best interest decisions are in line with current legislation. Restrictions are minimised so people can have as much independence as possible.

The service promotes people's physical and mental health. Sufficient staffing levels ensure people receive the right care at the right time. Positive relationships with health and social care professionals ensure people remain as well as they can be. The environment is well maintained and provides a pleasant atmosphere for people to live in. The service supports healthy diets and opportunities for regular exercise. Behaviours that may challenge are well managed and understood. The service seeks regular feedback from people and their relatives to ensure they are happy with the quality of care and support provided.

Systems protect people from risk and abuse. Care workers understand their responsibilities in safeguarding people and are confident in reporting any concerns to the manager. Compatibility issues are considered with any new admissions to the home. The service reports accidents and incidents in a timely manner. Care workers are familiar with assessments, which provide strategies to reduce risks to self and others. The service ensures a consistent staffing team by covering any staff shortfalls from within the organisation. Infection control policies are understood and the use of personal protective equipment (PPE) is in line with guidance.

The service offers person centred care and supports personal outcomes. Personal plans recognise individual strengths and support people to be as independent as possible. Care workers show a commitment to achieving the best possible outcomes for people. The service offers both individual and group activities and people benefit from having personalised daily programmes. On the day of inspection, the atmosphere in the service was friendly and relaxed with people appearing at ease when engaging with staff. One person told us how they enjoyed a variety of activities and showed us their bedroom, which they helped to decorate. Family members were complimentary about the service describing the care as “*fabulous*”, “*excellent*”, “*spot on*” and “*confident they (staff) are doing a brilliant job*”.

The service maintains accurate up to date personal plans. Care workers told us they have opportunities to view plans prior to providing care. This ensures they have a good awareness of current care needs. Plans are personalised, containing information on people’s backgrounds and routines. These documents give a clear picture of the individual and how they like to receive support. Care workers take time to understand individual methods of communication including sign language or non-verbal indicators. Care workers are knowledgeable in recognising changes in people’s emotional wellbeing. This includes agreed techniques to de-escalate potentially challenging situations. Regular contact with various health and social care professionals ensure people remain as well as they can be. The service undertakes routine reviews to make sure personal plans reflect any changes in individual needs and circumstances.

Medication administration is managed well. There are secure arrangements for storing medication and records are completed accurately. People receive support to attend medical appointments and receive visits from professionals as and when needed. The correct authorisations are in place for those people unable to consent to the administration of medication. Care workers receive medication training to ensure their practice remains safe and effective. The service has an up to date medication policy and the recording of room and fridge temperatures ensure medication remains effective.

## Environment

People benefit from a safe and well maintained home environment. The property is decorated to a good standard and records show cleaning schedules regularly completed. Communal areas are well decorated, light and airy. There is a large well-kept garden and sensory room for people to enjoy. Repairs and maintenance requests are undertaken in a timely manner. We saw hazardous substances locked away safely and a sufficient supply of Personal Protective Equipment (PPE) on the premises. Records evidence the completion of personal emergency evacuation plans (PEEP's). Routine fire drills support people to exit the home safely in the event of a fire. Safety checks and measures in relation to fire certificates, gas installation and safety records are satisfactory and up to date. Routine testing of visitors also helps reduce any potential risks from COVID 19.

## Leadership and Management

The service has effective quality assurance systems in place. The management team maintain a good level of oversight through regular contact with the service. The Responsible Individual (RI) completes visits and written reports to make sure the service performs at its best. Policies are up to date and appear detailed. Care workers we spoke with demonstrate a good working understanding of policies and procedures. There is effective management and record keeping of incidents and staff disciplinary. Minutes from team meetings show staff receive updates around any changes to policies or practice. The service is currently working towards an Active Welsh language Offer by offering various documents in Welsh. Welsh language training is available to staff who express an interest in learning the language.

There is an open and supportive culture within the service. The manager reported a settled team of staff working within the service. Care workers told us “*we have a fabulous staff team*” and it is a “*happy place to work*”. We observed staff working well together as a team and saw friendly interactions between staff and people living in the service. Care workers report feeling supported by the management team and told us managers maintain a visible presence in the home. The team as a whole report feeling confident in approaching the manager who they described as “*good*” and “*helpful*”. Family members told us the home maintains good lines of communication. One person commented they “*keep me updated*” while another stated the manager and RI are accessible and the home was a “*breath of fresh air*”.

Supervision and training requires improvement. Care workers we spoke with told us they feel sufficiently trained and skilled to undertake their role. We saw evidence the provider arranges training in all areas for staff. However, training records show core and specialist training is not always completed within scheduled timeframes. The management team confirmed action would be taken to address this issue. The feedback received from care workers confirm they are happy with the frequency and quality of supervision. The supervision records we viewed showed some gaps in the supervision received by staff. While no immediate action is required, these are areas for improvement and we expect the provider to take action.

Pre-employment checks are effective and staffing levels are sufficiently robust. Recruitment checks undertaken by the service ensure staff are of good character and hold the necessary skills and qualifications. Rotas’ demonstrate sufficient care workers on duty to provide timely care and support. The service does not use agency workers to cover shortfalls to ensure people receive support from a consistent and knowledgeable team of staff.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
36	Scheduled training is not being completed in a timely	New

	manner.	
36	Supervision is not always provided in a timely manner.	New
58	Regulation 58(2)(b) : Medication records are not being maintained.	Achieved

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