



## Inspection Report on

**Tyn Y Wern**

**Ynysybwl  
Pontypridd  
CF37 3LY**

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

**This report is also available in Welsh**

**10 November 2021**

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## About Tyn Y Wern

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	13 May 2019
Does this service provide the Welsh Language active offer?	The service is currently working towards a "Welsh Active Offer"

### Summary

People are encouraged to make daily choices and do things, which matter to them. The care team are friendly, respectful and support people in a person centred way. Care workers show good understanding of people's needs and preferences. There are accurate and up-to-date personal plans in place. People and/or their relatives are able to contribute to the planning and reviewing of care. Relatives feel communication with the service is positive. Care workers effectively manage medication and people receive timely support due to adequate staffing levels.

Care workers have access to core and specialist training and are sufficiently skilled. Supervision is offered routinely and staff report feeling happy in their roles. The environment is homely, clean and welcoming. Confidential information and access to the home is secure. Policies and procedures are in place to promote people's safety and good practice. Robust pre-employment checks ensure staff suitability. Reportable incidents and disciplinary action is managed in a timely manner. The Responsible Individual (RI) has good oversight of the service to ensure practice remains of a high standard.

## Well-being

People feel listened to and have influence over the care they receive. The care provided reflects people's individual interests, daily routines and preferences. Care workers support people to occupy their day by engaging in activities of their choosing. Personal plans focus on positive outcomes for people and the development of new skills. The service works to maintain family connections. Resident meetings ensure people living in the home have opportunities to ask questions on matters of importance and make decisions around the structure of their care.

The service considers people's physical and mental health well-being. Routine appointments and timely referrals make sure people remain as well as they can be. The service encourages healthy meal choices and lifestyles. There are sufficient staff numbers to ensure people receive the right care at the right time. Personal plans identify people's health needs and any potential risks to their well-being. Any behaviours that may challenge are understood and managed in a least restrictive way. Effective medication management ensures people receive medication as prescribed.

There are a number of systems in place to protect people from abuse and harm. The service provides suitable and safe accommodation. Care workers understand their responsibilities to protect people and report any potential safeguarding concerns. A range of policies in place support good care practices and risk management plans assist in reducing behaviours that may challenge. Ongoing training ensures care staff are sufficiently skilled in their duties. There is a well-established team of care workers working at the home. Care workers understand the need to maintain good infection control measures and wear PPE to reduce the spread of infection.

The physical environment supports people's well-being. The service is a pleasant place to live; bedrooms are bright, spacious and reflect personal tastes and interests. The environment supports people to have access to communal spaces as well as time alone. The service has a sufficient supply of Personal Protective Equipment (PPE). There is an ongoing programme of maintenance and repairs in place to ensure the environment remains at a safe standard.

## Care and Support

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The service completes detailed personal plans. Plans acknowledge people's strengths, potential level of independence and quality of life. Ongoing contact with health and social care professionals and relatives provide staff with a full picture of people's needs. Personal plans remain accurate and up to date, ensuring people benefit from the right support. For those unable to express their needs easily, information about preferred methods of communication is available. Risk assessments are robust and assist care workers to identify, understand and lessen any potential risks. Daily entries are detailed and informative. Documents such as daily monitoring charts and monthly reviews reflect any changes in needs and support plans to remain up to date. People, professionals and their relatives are involved in the reviewing of their care.

Secure arrangements are in place for storing, ordering and administering medication. Medication charts demonstrate people receive their medication as prescribed. Records of PRN (as required) medication details the reason for its use and any outcomes. There are clear procedures in place for administering covert medication, which are in line with legislation. The service engages with health professionals to review any ongoing medication and implement prescription changes in a timely manner. The completion of audits ensure practice remains safe and effective.

People receive positive care and support. Care workers understand the importance of individual routines and show a clear understanding of their role in supporting decision-making and choice. People receive support to maintain hobbies and interests, and access social and recreational opportunities in the community. Seasonal events and special occasions are celebrated. The provider operates a facility called The Hub, which provides an opportunity to develop wider friendships and engage in group activities. The provision of a consistent staff team help recognise changes in people's health or presentation. Staffing rota's show sufficient care workers to provide the right level of care and support. The service considers compatibility issues before occupying any new vacancies. Family members told us they have a good relationship with staff and are confident in the standard of care provided by the team, comments include staff are "*excellent*".

## Environment

The home environment is clean and decorated to a good standard. Facilities are as described in the statement of purpose. Adaptations have been made to ensure the environment suits people and their needs. Bedrooms and communal areas appear comfortable and well maintained. The grounds are spacious and maintained to a good standard. The service benefits from a rolling programme of refurbishment and plans are currently in place to install a replacement kitchen.

Clear records show the service carries out checks to maintain safety in the home. Documentation shows the service carries out electrical, gas and equipment safety checks. Fire safety measures are in place, which include a fire safety risk assessment, safety related checks, servicing and fire drills. Personal evacuation plans ensure care workers understand the level of support people require in the event of an emergency. Substances hazardous to health are stored safely and there are no obvious trip hazards.

People are safe from unauthorised visitors entering the building as staff on duty monitor access. Visitors are also required to provide evidence of a negative lateral flow test result to reduce the risk of COVID 19 transmission. We saw peoples' personal care records and confidential information is stored securely.

## Leadership and Management

Policies, procedures and quality assurance tools support good practice. The statement of purpose is up to date and reflects the service provided. Key policies are up to date and sufficiently detailed. The RI completes three monthly visits and six monthly reports to evaluate the quality of care provided, look at areas of good practice and identify any improvements needed. The manager demonstrates sufficient skills and knowledge to support the smooth running of the home. Care workers understand the vision and values held by the service and there is a clear management structure in place. Complaints and concerns are recognised and investigated appropriately. Staff disciplinarys are actioned in a timely manner. Regular audits ensure good practice is maintained. 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.

Care workers report feeling sufficiently trained to undertake their duties. Care workers tell us the service supports their overall training needs. Following the COVID outbreak, the service has set up online training opportunities, to ensure care workers remain fully skilled and up to date on current legislation and practice. Examination of the training matrix shows all care workers have completed core and specialist training. Newly appointed care workers have access to a robust period of induction and receive core and specialist training in a timely manner. All care workers receive positive behavioural management training to allow them to understand, and de-escalate potentially challenging situations. Care workers we spoke with told us they were confident they had the right skills and knowledge to assist people.

The service conducts all the necessary pre-employment checks when recruiting staff members and staff feel supported in their role. All the staff files we viewed contained the appropriate checks, including DBS, references, photo ID and employment history. Care workers have the opportunity to discuss policies and report any concerns during regular team meetings. We saw evidence of regular supervision to support professional development and discuss any changes to the service. Care workers told us they enjoy their work and feel able to approach the leadership team with any concerns.



### 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
N/A	No non-compliance of this type was identified at this	N/A

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