



Inspection Report on

Towy Castle Care Home

**Towy Castle Residential Home
Uplands
Carmarthen
SA32 8DY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/12/2023

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About Towy Castle Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthen Care Limited
Registered places	61
Language of the service	Both
Previous Care Inspectorate Wales inspection	24 June 2022
Does this service promote Welsh language and culture?	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

People are very positive about the person-centred service they receive. People are supported by an outstanding caring staff team, with whom they have built up excellent relationships with. The service is consistently well led by the Responsible Individual (RI), manager and senior care workers. People, their representatives and staff told us they value their availability and highly effective support.

The environment is consciously well designed to enable people to feel safe and comfortable inside the home. Well maintained communal rooms and grounds encourage people to interact with each other, their visitors and staff.

The RI is well known and respected by people who live at the service, their representatives and staff. Information from their Regulation 73 visits and internal audits inform their six-monthly quality of care review.

The provider is in the process of selling the service, they have managed this very well to ensure there is as little disruption as possible during the transition.

Well-being

People receive excellent person focused care and are respected as individuals. A representative told us *“The carers know her so well and are always happy and chatty with her”*. People are supported to do the things that matter to them, such as maintaining important relationships and remaining active members of their local community. A designated senior worker helps people to remain as healthy as possible, by supporting them to arrange and attend health appointments. Interactions between people and the whole staff team are exceptionally friendly and caring. An individual told us *“They are so good they’ve kept me going”*. People live in a service that has an 'Active Offer' of the Welsh language and staff communicate in Welsh or English as people choose.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive an induction, ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to raise any complaints and have confidence in the manager and RI.

The building is designed to be safe, while helping people achieve their goals. Individuals are supported to personalise their own rooms as they choose. Communal areas are bright and spacious, with a variety of equipment to support people’s specific needs. There is an onsite café, where people can meet with their visitors. People use the different spaces available to do things they enjoy, for example chatting with each other, reading, enjoying the views and taking part in planned activities. The grounds are accessible and welcoming for people to do things that matter to them, such as meeting family and friends.

People have a voice and input into the running of the service. The RI is involved in the day-to-day operation of the home, knows people well and includes them in quality assurance. Governance processes focus on developing the service by using information from internal and external audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very positive with the highly personalised care they receive. The engaging and effective support enables people to remain as healthy and as independent as possible within the service. Knowledgeable care workers know people well, understand their individual needs and preferences. We saw many sensitive and understanding interactions between people who live and work at the home. People who live at the service told us, *“The staff are wonderful”* and *“we’re like a family here”*. Dedicated and friendly staff respect people and support them in line with their individual needs. A care worker told us *“I love them all, it’s like a family and we know the residents inside and out”*. The majority of people’s representatives are extremely positive about the service; one told us, *“They look after mum beautifully and I can’t praise them highly enough”*.

People, their representatives and care workers are involved in developing and maintaining personal plans. Senior staff work creatively to create detailed and highly effective personal plans that are tailored to each individual. These plans support staff to understand people well, while enabling them to work toward their goals. Managers review plans every month, to ensure information is accurate and up-to-date. Documentation shows good evidence of health and social care professionals being involved and their advice reflected in plans.

The service has an outstanding approach towards improving people’s health and well-being. A dedicated worker liaises with the local pharmacy, GPs and professionals to ensure people’s health is monitored and reviewed promptly. A representative told us how much they value this worker and their availability to attend important health appointments with them to ensure the information discussed is accurate.

The service has a planned activities programme with exercise classes, music sessions, religious services and entertainment, regularly taking place. People also enjoy day to day pastimes such as reading, watching television, doing puzzles and interacting with each other. There is a family feel at the home. People who live and work at the service take a genuine interest in each other. The manager ensures people maintain their social connections and to remain as active members of their local community.

There are adequate staffing levels in place to meet people’s needs and support them to achieve their goals. We observed many sensitive, unrushed, patient and friendly interactions during the inspection. A representative told us *“The girls (care workers) are fantastic, they are like angels”*.

Environment

The environment is maintained to a very high standard by a dedicated maintenance and housekeeping team. Internal and external communal spaces are well designed to meet people's needs. People are safe, comfortable and relaxed around the home. The many different lounges, kitchens, salon and café are used by people to socialise with each other, staff and their visitors. People move around the home freely and any restrictions are appropriately assessed, with the relevant authorisations applied for. Individual rooms are highly personalised by people with their own pictures, ornaments, technology, and furniture. People have their names outside their rooms and/or a recognisable item to help them orientate around the building. People value the spacious and inviting gardens, which are well used in the warmer weather for socialising, exercise and relaxation. A representative told us, *"The home is lovely and very well looked after. The view is spectacular"*.

The home is bright and fresh; pictures of the local area help connect people with their community. The provider has a planned upgrade programme, the majority of the home has been refurbished and the laundry is due to be relocated. We were told that any issues are acted upon promptly and the provider ensures equipment is available for people to use that maintains their dignity and independence.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up to date. The provider has completed all actions following a recent fire safety audit to achieve compliance with the fire regulations. Personal Evacuation Plans are individualised and useful in emergencies.

The kitchen has a food hygiene rating of five. People enjoy a variety of freshly prepared home cooked meals from a set menu, with alternatives available if requested. Individuals can choose to eat together socially or quietly on their own. People and their visitors can meet in the onsite café with free tea, coffee and cakes for everyone.

Leadership and Management

The provider has very good arrangements in place for monitoring, reviewing and improving the quality of the service. The RI is involved in the day to day running of the service, people and staff describe them as approachable and supportive. A care worker said *"[RI] is brilliant and we have a good relationship, we can go to him for anything. There is nothing he won't do for us or the residents"*. When monitoring the service, the RI consults with people, their representatives and staff. This information and feedback from internal audits is used to inform the six-monthly Quality of Care Review.

The manager and deputy are visible at the service, they have a 'hands on' approach and understand the needs of each individual. People know the manager well and we observed many relaxed and positive interactions between them. There is a friendly, person-centred culture at the service, people, their representatives and staff describe a 'family feel'. A representative told us, *"The manager is on the ball, so easy to talk with and very helpful"*. Care workers describe the manager as accessible and supportive, one told us *"[Manager] is fabulous, very bubbly and approachable, we couldn't ask for better"*.

Care workers receive constructive supervision every three months but staff said they value the availability of the manager and deputy. A care worker told us. *"Supervisions are good but we can have a chat to them (manager and deputy) every day and they always listen"*. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring Service (DBS) checks. New staff receive a thorough induction and ongoing mandatory and person specific training to meet people's needs. A care worker told us they complete E:Learning in line with people's needs and have enjoyed the recent re-introduction of face to face training. Care workers are supported to complete the 'All Wales Induction Framework for Health and Social Care' and register with Social care Wales.

Sufficient numbers of care workers meet people's needs and all staff positively interact with individuals as often as possible. The whole staff team get to know people and develop positive relationships with them.

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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