



Inspection Report on

Tan Yr Allt House Ltd

**Tan Yr Allt House Ltd
16 Alltwen Hill
Pontardawe
Swansea
SA8 3AB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

28/09/2021 28.09.2021

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About Tan Yr Allt House Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Tan-Yr-Allt House Ltd
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	11.10.2019
Does this service provide the Welsh Language active offer?	As this was a focused inspection, we have not considered this, in full.

Summary

This was a focused inspection that explored the quality of care and support people receive and how this impacts on their well-being. We found that people are treated with care and respect by care workers. The home is clean and there are regular cleaning schedules in place to maintain this. The environment is well maintained and homely. There are clear and regularly reviewed policies and procedures for care workers to follow. Care workers receive a good range of training to undertake their roles competently and safely. There are good staffing levels in the service.

There are clear, detailed and regularly reviewed policies and procedures regarding infection control and Covid 19. Staff are being regularly tested for Covid 19 at the service. However people's health and safety is at risk due to inappropriate use of personal protective equipment (PPE) by care workers. Also lack of clear risk planning around care workers and external contact with others who have received a positive Covid 19 test. The service needs to take urgent action to address this.

Well-being

People have positive relationships with staff. We saw good interactions and support for people throughout the inspection. The home environment is pleasant with bright communal areas and personalised bedrooms. The home is clean throughout with regular cleaning schedules. There are clear, robust and regularly updated policies and procedures in place such as infection control and Covid 19. There are good stocks of PPE and cleaning products which are stored safely. There are good waste management procedures in place including disposal of used PPE and separation of clean and soiled laundry. Despite challenges brought about by Covid 19 the service has worked hard to maintain good staffing levels in the home.

There are good procedures in relation to Covid 19 such as test result and temperature checks completed for visitors to the home. However not all care workers were observed to be wearing PPE properly and safely during the inspection. The service is currently experiencing a Covid 19 outbreak in both people and care staff. Practices have not been properly maintained, placing staff and residents at risk of further cross infection. Current risk assessment guidance regarding staff having external contact with people who have received a positive Covid 19 test need to be adhered to. The responsible individual (RI) and management team are present in the service and have reiterated to care workers the importance of good infection control. This needs to be further embedded in relation to service delivery to help minimise the risks of cross infection.

Care and Support

The service has robust and thorough policies and procedures in place regarding infection control and Covid 19. There is a regularly updated infection control policy and separate Covid 19 policy and risk assessment for the service. The service is regularly testing care workers and senior staff for Covid 19. The responsible individual (RI) and manager told us care workers are updated regularly regarding any changes in Covid 19 guidance. We saw memos that have recently been sent to all care workers detailing the importance of wearing PPE properly. In particular that all masks are to cover nose and mouth areas. These are also displayed in staff rooms and offices. However we observed some care workers not wearing their masks properly and being close to residents (within 2 metres). The service is currently in incident status due to a Covid 19 outbreak. Additional infection control concerns were shared with us by Environmental Health. These included staff not wearing masks appropriately. We also received a recent concern from a relative regarding a care worker observed not wearing a mask correctly whilst working in the service.

A domestic worker told us they have had contact with two people living in the same household who have tested positive for Covid 19. There was no evidence of any individual risk assessment being completed by the provider and the domestic worker was cleaning bedrooms and communal areas in the home. This presents as a risk to people due to possible cross infection. This does not align with either the providers own risk assessment guidance or national Covid 19 management guidance.

We have issued a priority action (non-compliance) notice and the provider must take immediate action to address these issues.

Environment

As this was a focused inspection, we have not considered this theme in full. However we made the following observations regarding the environment provided at the service:

We were told by care workers that there are good supplies of PPE available. We saw that care staff changed gloves and aprons between tasks. We also saw used PPE being disposed of correctly in separate lidded bins. All areas of the home appeared clean. We were informed that all bedrooms have been deep cleaned and there is a domestic on duty every day. We viewed storage areas in relation to cleaning products and noted these are well stocked and stored in accordance with control of substances harmful to health (COSHH) regulations. We saw people being supported in a dining area to eat and the interaction between care workers and people was positive. We saw infection control measures were in place in the laundry area where soiled clothes are separated from clean. We were asked to sign in on arrival, have our temperature taken and produce evidence of a negative Covid 19 test result before being let into the main house.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full. However we made the following observations regarding the leadership and management provided at the service:

The manager at the service informed us they receive a good level of support from the RI and management team. The RI is present in the service and informed us they will take any actions appropriate to address the current concerns. Although the service has been impacted greatly by Covid 19, the provider has worked hard to ensure adequate staffing levels are in place. We viewed staffing rotas for the previous month that showed this. We viewed training information that show care workers are fully up to date with training such as safeguarding, moving and handling and infection control. We also viewed detailed and thorough training which has been provided to care workers regarding the importance of infection control, Covid 19, appropriate use of PPE and handwashing.

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

Not all staff are following personal protective equipment (PPE) or Covid 19 infection control guidance, including the correct wearing of masks.	Regulation 56(2)
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We found poor outcomes for people, and / or risk to people's wellbeing. Therefore, we have issued a priority action notice and expect the provider to take immediate steps to address this and make improvements.

Areas where improvement is required

None	
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Date Published 20/12/2021