



Inspection Report on

Ty Undeb

Ty Undeb
74 Queen Victoria Road
Llanelli
SA15 2TH

Date Inspection Completed

09/11/2022

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About Ty Undeb

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	5 July 2021
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People say they are happy at Ty Undeb. A relaxed atmosphere throughout the home helps people and visitors feel at ease. Care workers support people to have control in how they live and invite each person to be involved in discussions about their lives. They also encourage people to do things that are important to them.

Care workers say they are well supported and receive sufficient training for their roles. They demonstrate good knowledge of the people in the home and want to make a positive difference to peoples' lives. Good communication channels are evident, with robust monitoring of the quality of support people receive. The service promotes the use of the Welsh language and culture.

Well-being

Overall, people at Ty Undeb have control over their day-to-day lives. Each person knows and understands what opportunities are available to them and are actively involved in any changes to their support plans. Keyworkers work with people to ensure they receive the information they need. Care records contain personal preferences, background and family histories, and identify people who are important to them. House meetings are not popular, so generally, individual chats with keyworkers let people raise any issues they want to discuss with the management team. Senior staff invite people to take part in staff recruitment, to engage with potential employees. All people using the service have details of the complaints process should they need to use it. People can access advocacy services where they want independent support in issues which affect them: there are pamphlets in the kitchen/diner.

As far as possible, people are safe and protected from abuse. People say they feel safe, and senior staff protect their privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. People personalise their rooms according to their tastes and interests.

The home provides the Active Offer of the Welsh language; this means being proactive in providing a service in Welsh without people having to ask for it. There are care workers who are Welsh speakers and some documents are available bilingually in Welsh and English.

Care and Support

Senior staff carry out pre-admission assessments before people move into the home and consider a range of information to ensure they can meet their needs, such as essential knowledge that families can pass on and reports from previous placements. This is an ongoing process as people look to become more independent and move on. Care workers support people to manage their own medication, with specific support for each person, depending on their understanding, and with regular checks in place to remain safe. In addition, care workers regularly give people the time they need to talk about any anxieties.

Care records describe what is important to people and personal plans clearly describe each person's needs and how they wish to live their lives. Assessments of physical and mental health and risk assessments help to maintain people's independence. Generally, keyworkers and senior staff review care records every month, or more frequently, wherever needs change so they remain up-to-date. We noted some care records had not been reviewed for over six months, but a senior staff member explained how this was currently being rectified.

People regularly meet with their keyworker to plan the oncoming week. Some people enjoy gardening and there are raised beds in the back garden area. The beach is close by, and shops are within walking distance. People also visit their families and attend college.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them.

Environment

Overall, people live in a suitable environment. The home is safe, warm and clean. Some areas have been refurbished with new paint and there is a new flat within the service,

designed for an occupant who can be more independent. People say they feel comfortable and happy. One person told us, *"I have a nice time here really. The staff are helpful."* The house is large: people can choose different areas to socialise in - there is a kitchen-diner and two lounges, as well as space outside where people can spend time. Bedrooms are spacious and personalised to reflect each occupant's taste and interests, with items such as ornaments and photos.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal records are safely stored, so are only available to care workers and healthcare professionals who are authorised to view them.

Clear infection control procedures are in place and care workers use personal protective equipment when closely interacting with people. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire. The manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the service it provides, and a positive regard to each person in the home. Monthly audits monitor all aspects of people's support, including medication, infection control measures and record keeping. Any issues are promptly resolved. In addition, all developments in the home are summarised in three-monthly

Responsible Individual (RI) visit reports and six-monthly quality of care reports. Employees may discuss any issues they wish to raise in supervision meetings. Regular discussions take place with people and healthcare professionals involved in their support. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. The RI is in regular contact with the home and provides good support to the staff team.

The provider ensures there are enough knowledgeable and skilled care workers available for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All employees are up-to-date with their essential training and undertake specific training relevant to the people they support. For example, dementia and autism awareness. Staff meetings give care workers the opportunity to keep up-to-date with developments in the service.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe: they would approach the manager but would also contact external agencies such as the local safeguarding office if they thought they needed to.

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 30/11/2022