



Inspection Report on

Ty Nant

**56 Francis Street
Thomastown Tonyrefail
Porth
CF39 8DS**

Date Inspection Completed

08/07/2022

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About Ty Nant

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	13
Language of the service	English
Previous Care Inspectorate Wales inspection	13/05/2021
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive care from support workers who are suitably trained and supported. They have accurate personal plans that detail their individual care needs; plans are dated and identify review dates. Day to day issues are effectively communicated via a care monitoring system. People, and their representatives, are complimentary about the positive relationships they have with care workers and office workers. Support workers report they feel well supported and are happy in their roles. The service needs to update its safeguarding policy to reflect current government procedures.

The properties require refurbishment; however, this is being planned

A good standard of hygiene and infection control is maintained to reduce risks of cross infection. Support workers can access personal protective equipment (PPE) easily and we saw this being worn appropriately.

Well-being

People have a voice and the service supports their rights and choices. People's individual needs inform their personal plan, and care and support is adapted to suit their circumstances. The service asks people and their relatives about their wishes, involves them in the planning of their care, and supports them to have meaningful outcomes. People's needs, and risks to safety and well-being, are thoroughly documented and reviewed. Risk assessments include thresholds for support workers to intervene. All documents in the care plan are dated and have a set review date.

We received good feedback about the standard of care. People speak highly of the support workers, they told us support workers are kind, patient and respectful, as well as considerate about their individual situation, wishes and dignity. Relatives told us that management is approachable and co-operative. Up to date written information about the service and advocacy access is available.

The service safeguarding systems reflect present government procedures; however, this should be reflected in the safeguarding policy. This ensures that current systems and processes are in place to safeguard people from harm. Support workers receive specialist training in addition to core training to support them to meet people's individual needs. Support workers demonstrate they know their responsibilities and are able to keep people safe and well supported.

People's wellbeing would be improved if the maintenance requirements of the properties were addressed. They are able to spend time in their own bedrooms or in the home's indoor and outdoor communal areas. We found people's bedrooms to be personalised and generally decorated to a good standard. There are suitable arrangements in place for the staff team to report any maintenance issues so these can be addressed. A good standard of hygiene and infection control is being maintained to reduce risks of cross infection. Support workers can access personal protective equipment (PPE) easily and we saw this being worn appropriately.

Care and Support

The service considers a wide range of information about people prior to them moving in to the service. Information is gathered from the person, relatives and relevant professionals and an initial support plan is developed. We saw evidence personal plans were comprehensive and provided clear guidance to support workers as to the support needs and planned outcomes for individuals. Personal plans and risk assessments are regularly reviewed. They are also update when needs or circumstances change.

Support workers we spoke with told us they felt the plans are clear, reflected individual needs and gave the information needed to support people. Where possible people and or their relatives are involved in developing their plan. Risk assessments are in place and reviewed regularly. The service works closely with specialist health care professionals.

People have positive relationships with support workers and office workers. The relatives we spoke to were very complimentary about the service, support workers and management. One relative told us *"I am very happy with the service. The staff and management are very approachable. I get involved with the care plan"*. Another said, *I am kept informed of my relatives progress. They resolve issue quickly if they arise."*

We observed positive interactions between support workers and people. There was an emphasis on recognising at an early stage signs that a person may be becoming agitated. Support workers we spoke with demonstrated good awareness of various techniques may be used to support individuals to manage their behaviours. Support workers commented positively on the quality of the training they received.

We saw people are supported to access the community. We were told that people access the community independently or with support. People are encouraged to take part in meal preparation, laundry and housekeeping. Some people have their own flats and cook separately. We examined the medication policy and found it is comprehensive and up to date. Training records show support workers had training in the administration of medication and regular medication audits were undertaken. This was confirmed in discussions with support workers. Daily medication room temperatures were recorded. There were no gaps in the recording of medication administered.

Environment

Ty Nant consists of 3 properties adjacent to each other and fourth property consisting of two apartments.

On arrival, we found external doors secured to prevent unauthorised access. On entering the building, we signed the visitor's book and support workers checked our identification documents. We were asked to take a lateral flow covid test before starting the inspection.

People who live at Ty Nant can leave either independently or with staff support. People are asked to tell a staff member when they are leaving and an approximate time of their return for fire safety purposes.

Support workers have sufficient PPE available to reduce the risk of infection. The service has appropriate infection control measures and visiting procedures. Care workers say there are sufficient supplies of PPE and they know what to use when, and how, and our observations supported this.

At the last inspection it was noted that the home needed maintenance. Many areas of the home appeared worn and unkempt. There were a number of patches on ceilings that were discoloured by previous leaks that had been fixed. At this inspection we noted that these issues had not been addressed. In addition we saw that the stairwell in one of the houses paint had flaked off and the whole stairwell needed repainting. We informed the Responsible Individual that the maintenance issues needed addressing as a matter priority. She informed us that a budget for the work had been agreed and a plan of works was being developed. We asked that the plan of works be sent to us once completed.

Medication and confidential information is stored securely. Restricted areas are locked and are only accessible to authorised personnel.

We saw people's personal space was set out in a manner that reflected their individual preferences and complex care needs. We saw relatives and professionals were involved in best interest decision making and information was appropriately recorded within people's care files.

We examined records relating to health and safety such as gas, electricity and portable appliance testing (PAT). We saw in the fire records that evacuation drills are undertaken. This meant support workers and people living in the home people were familiar with the home's fire evacuation protocols. We saw various internal safety checks in relation to fire safety are maintained and a fire safety risk assessment was in place. People had personal emergency evacuation plans (PEEPs) that identified their support requirements in the event of an emergency evacuation.

Leadership and Management

The service provider has systems in place to support the smooth operation of the service, to ensure the care and support of individuals enables them to achieve their personal outcomes. Policies and procedures are reviewed and amended as required. The service is delivered in line with the statement of purpose (SOP). The service produces a written guide to provide people with information about the service.

Quality audits and checks are in place to ensure the service continues to meet people's needs. Communication with relatives is frequent to update them on developments and gain feedback about the service and share ideas for possible improvements.

The vision, values and purpose of the service are clear and actively implemented. The Responsible Individual carries out three monthly and six-monthly quality assurance visits. These visits involve talking to people and support workers to gain their views on the service provided. The six-monthly quality assurance reviews, in addition to talking to support workers and people, involve a detailed look at a range of aspects of the way the service is delivered such as environmental assessments. It also sets out areas of improvements that have been identified.

Support workers at the service are supported and trained and have completed mandatory training as detailed in the statement of purpose to ensure they are appropriately qualified to support people to achieve their personal outcomes. In addition they receive specialist training such as positive behaviour management. 93% of staff have completed all training. Support workers have regular supervision and annual appraisals, and regular support workers meetings are held to keep support workers up to date. Support workers are aware of, and understand, the recent All Wales Safeguarding Procedures, however, the safeguarding policy does not reflect this. Recruitment documents are up to date with appropriate Disclosure and Barring (DBS) checks in place.

The service is working towards providing an active offer of the Welsh language. The manager told us that if a potential person wanted the statement of purpose or service user guide in Welsh this could be provided.

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
44	44(4)(h) – the premises must be properly maintained.	Not Achieved

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

	inspection	
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Date Published 15/08/2022