



Inspection Report on

Ty Ddol Awel

**2 Ddol Road
Dunvant
Swansea
SA2 7UB**

Date Inspection Completed

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04 & 05 April 2022

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About Ty Ddol Awel

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	07 June 2019
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People and their relatives are satisfied with the care and support they receive. The service is well managed by an effective manager and has motivated staff. There is information available for staff to understand how to best meet people's care and support needs.

Staff are available in sufficient numbers and mix of skills to adequately provide support to people. Care staff are knowledgeable, respectful and caring. Staff are supported and developed with supervision and appraisal at the required frequency and quantity.

Safety equipment is in place and health referrals are made in order to promote people's health and well-being. Opportunities for people to take part in activities are available.

The service provider has developed systems to enable them to capture people's views and has systems to develop person-centred information. The management team have put checks and processes in place to keep service delivery under review.

Well-being

People have control over day-to-day life. People told us they get on well with staff and commented, *“This is the best home I’ve lived in”* and *“it’s calm and relaxed here”*. Records show people are offered choices to make everyday decisions. The Responsible Individual (RI) told us they regularly speak with people who live at the home and their families about what is important to them and how to best support them. Staff told us they feel well supported by the management team and commented, *“Great team, great manager, supportive throughout the pandemic”* and *“we have a good supportive management team”*.

People live in suitable accommodation, which, overall, supports and encourages their well-being. People’s bedrooms contain personalised items of their choice and are suitably furnished. They have facilities, which encourage their independence and enables them to have private time. Ty Ddol Awel Care Home is a well-maintained welcoming environment where people feel part of the local community. People enjoy the company of each other and are well respected by staff.

People get the right care and support. Records reflect referrals are made to a variety of healthcare professionals such as psychiatry, dietician and nursing. This is also confirmed by comments from visiting healthcare professionals who told us they are satisfied with the care at Ty Ddol Awel Care Home. People are happy and receive support from professional staff who know them well and have good relationships.

People can do the things that matter to them when they want to do them. We saw there are a range of activities available, which are meaningful to the residents. Throughout our visits on both days, we observed a number of residents taking part in activities taking place outside in the community. The manager told us activities are supported and encouraged by staff as part of people’s care plans. People told us they enjoy taking part in a variety of activities such as arts and crafts, painting and social activities such as going to the pub. Relatives told us their family member is encouraged to stay active and to do as much as they can for themselves. This is reflected in people’s records.

People are safe and protected from abuse and neglect. The service provider has safeguarding policies and procedures, which are mostly aligned to current legislation and national guidance. Staff demonstrate a sufficient understanding of their role and responsibilities. People living at the home tell us they feel safe and secure. However, the safeguarding policy should be reviewed to ensure it is aligned with Welsh legislation.

Care and Support

Policy, procedure and application of hygiene practices that reduce the risk of infection are in place. Staff demonstrate a clear understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. Staff maintain appropriate standards of hygiene and social distancing, and cleaning schedules are in place with oversight from the manager. The home has sufficient stocks of PPE and there are PPE stations in the home.

People are provided with the care and support they need. We examined a sample of care files, which were regularly reviewed. Individuals' care files could be strengthened by ensuring inclusion of a person-centred 'one page profile' which includes what people like and admire about the person, what is important to the person and how best to support them. Referrals for advice and professional help in regards to health services are sought as needed. The service provider also provides their own clinical and multidisciplinary team to advise staff teams on supporting people who use the service. A relative confirmed this, "*Specialist services are referred to when my relative needs it*". Monitoring of support activities was sufficient with good information available to staff.

People are encouraged to take part in everyday tasks and contribute their views, if they choose to. This includes the way the in which the service is run, which is achieved through meetings known as 'your voice counts' meetings. One person commented "*I have a key worker who I meet with and discuss my care plan, it's a really good meeting*".

The service has systems for medicines management. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. People are supported to look after and take their medicines themselves (self-administration). Medication administration records are accurate. We saw that medication was kept in secure cabinets in a locked room. As and when required medication (PRN) was appropriately self-administered in line with instructions. To ensure medication is stored at the correct temperature, medication room temperatures are checked and recorded on a daily basis.

Individuals are supported to maintain a healthy diet and fluid intake. Records show that people prepare their own meals with their own choice that meet their needs and preferences at mealtimes. When an individual's nutritional intake could be compromised, such as having a specialist diet, then specialist supplies are purchased to meet this need.

Environment

The service provider ensures the environment supports people to achieve their personal outcomes. The home is comfortable, homely and based on encouraging people to learn skills to live independently. We saw people sitting in the lounge area on the ground floor or relaxing in the comfort of their bedrooms. The accommodation is clean and comfortable and benefits from good quality decor and furnishings, which the manager told us was in the process of being updated. There is a garden to the rear of the property. The wet room and other communal areas are clean and free from excessive clutter.

The home is safe and secure. Visiting professionals are requested to undertake a lateral flow test and sign into a visitors' book on arrival, ensuring people's safety is maintained. Visitors are required to follow the home's infection control procedures in relation to COVID-19. Information is stored securely and is kept in a locked office. Care documentation is treated sensitively ensuring people's privacy is protected.

There is a small front garden area to the property with entry to the home via a side entrance. To the rear of the property there is a secure patio area leading on to a slightly elevated good-sized garden where people can sit outside, weather permitting, to relax and enjoy being outdoors. There is a brick built shed and a small sheltered smoking area to the side of this. The garden fencing needs replacing in parts and areas of interest could be further developed to encourage people to participate in outside activities.

The service provider ensures measures are in place to manage risks to people's health and safety. Maintenance records show that checks are carried out to identify and address any problems. We saw these checks were up to date. Materials that have the potential to cause harm are well organised and stored securely. Window restrictors are in place to ensure people's safety.

The service provider ensures supplies are of a sufficient level. We saw people were supported to access personal supplies such as toiletries, feminine products and other daily requirements. Records showed that the service provider had oversight and review of supplies required by the service.

The laundry room is well organised and has an entry and exit. Appropriate systems are in place and all laundry equipment is in working order. There is storage in place and ironing facilities. There is a storage area for household waste, which is well organised and clean.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. Arrangements for the oversight of the service are in place, such as systems for assessment and care planning. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. People and families gave us positive feedback about the care provided. Policies and procedures are in place and updated. However, we discussed with the RI the need for the Safeguarding Policy to be aligned with the Wales Safeguarding Procedures. The present policy is aligned to the English Care Quality Commission (CQC).

People can be assured that the service provider and management of the home monitor the quality of the service they receive. The RI visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced people's feedback and recommendations for improvements in the home. These improvements were completed. We saw evidence that the RI has good robust oversight of the service. We looked at documentation that confirmed the RI conducts effective quarterly visits to the home for quality assurance monitoring.

The service provider has oversight of the financial arrangements and investment in the service. The manager assured us the service is financially sustainable in order to support people to be safe and achieve their personal outcomes. The RI stated this is achieved by *"rolling out an outcome monitoring model, but we are also looking at developing one which fits in with more of a positive behaviour support and active support model"* and we have also invested in a dedicated PBS (Positive Behavioural Support) Team.

There are sufficient numbers of staff on duty to safely support and care for people. Records show there are a mixture of experienced and new staff available and this was seen during our visit. A relative commented, *"The staff are extremely good at what they do, they are friendly and approachable"* and another commented, *"They are well staffed, people get the support they need"*. Staff are supported and developed with regular supervision and appraisal. The sample of staff supervision and appraisal records examined were carried out at the required frequency. We were shown an up to date training matrix, which includes mandatory courses as well as other relevant courses.