



Inspection Report on

Ty Machen

CAERPHILLY

Date Inspection Completed

26/11/2020

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About Ty Machen

Type of care provided	Care Home Service Adults and Children Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The provider is working towards providing the 'Active Offer' in relation to the Welsh Language

Summary

Ty Machen offers people with complex needs the opportunity to live in a small care home setting where they are supported to develop. The building is accessible and people have individual bedrooms with en suite bathrooms. Individuals are supported to do the things that matter to them including accessing the community. The provider has robust policies and procedures in place to support quality care delivery and supports the safeguarding of people. The provider has appointed a responsible individual (RI), Katy Preedy, to oversee the service, they are proactive in streamlining current documentation. The manager and staff are appropriately qualified and trained. Care is provided by a stable, experienced workforce. Professionals are involved in the care of people's health and mental well-being. People who live at Ty Machen are happy and achieve personal goals.

The inspection of the service took place during a time of restrictions due to Covid-19.

Well-being

Ty Machen offers individuals a home where they are supported with their personal development. The service ensures that pre admission assessment captures information to support the writing of an individualised plan. Plans are detailed and guide staff on how best to support a person. People living at the home have complex needs requiring support with physical and mental well-being. Reviews of plans evidence that the service considers the abilities of the person and supports them to achieve their potential. Trained, experienced staff help to ensure outcomes are met, encouraging people to make day to day decisions about what matters to them. Support is given to manage anxieties and behaviours, ensuring that every person can develop and improve their ability to manage things they find challenging. When we asked relatives about the support provided one said, "*Absolutely amazing, I can't fault them*", and another said "*Fantastic, no problems at all*". We spoke to families who told us they like that the service gives them feedback through reviews and regular phone calls about a person's development and achievements.

The service helps individuals to communicate meaningfully. People who are not able to communicate verbally or, who have limited verbal ability are supported to communicate their needs and wishes in a variety of ways. Staff are observed to be calm and approach people with patience, allowing them opportunity to communicate in their chosen way. Staff can interpret subtle expressions and body language to ensure best support. Care can be provided through the medium of Welsh if required.

People are treated with respect and sensitivity. Policies, training and the general culture of the service provides a workforce that understands clearly that the person's wishes and aspirations are at the heart of the service. Staff are respectful of individuals, supporting them in a kind manner. Boundaries are recognised and maintained.

Arrangements are in place to ensure medicines are stored and administered safely. Storage, stock control, administration and recording of medication is in line with the organisation's policy. Processes are in place for PRN (take as and when necessary) medication. There are clear directions for the use of this medication to ensure they are not overused. This could be strengthened by recording outcomes of administration within the medication file. Overall, people can be confident of processes being followed to ensure people are safely supported with medication administration.

Care and Support

Personal plans are constructed to guide staff about the individual and their care needs. These documents are lengthy and do not easily identify outcomes the individual wishes to achieve, though staff show a clear understanding of these due to sharing of information in meetings. Supporting documentation from daily logs and activity records is not consistent and can lack detail. The responsible individual acknowledges improvement is required in streamlining the personal plans and supporting documentation but explains that a new, easier-read format is being piloted. Care records kept show evidence of care given and professionals involved.

Reviews of personal plans take place on a monthly basis, but evidence is not always available to show that the person themselves, or their representative is involved in this process. This needs to be addressed. Review documents need to be more user friendly. During the pandemic restrictions, families have not always been invited to formal reviews of personal plans. One family we spoke to said they would have liked to have been involved. Feedback has been given to the area manager who will address this immediately. The RI explained that there will be better reviewing records as part of the new recording system which is being piloted.

Individuals are supported with their emotional and mental well-being. In addition to detailed personal plans, the service provides staff who are appropriately trained and experienced to ensure the correct support. One relative commented "*They know the person, they see when they are becoming upset, they see it before anything happens and they can guide them to calm them down*". Appropriate professionals are involved who review the individual's mental health and well-being, ensuring careful management of any techniques or medication to provide positive outcomes. People are happy at the service. Family members tell us, "*They like it there*" and "*They are happy there*". One family member told us when their relative visits them, they stay a short while then say, "*Home now*", referring to Ty Machen, indicating they are happy and content at the service.

The provider has mechanisms in place to safeguard vulnerable people. Robust employment checks are carried out. Staff receive training on safeguarding. Where people lack capacity, Deprivation of Liberty Safeguard applications are made. People have advocates or representatives. Due to Covid-19 families have not been able to visit their loved ones at Ty Machen. The service has ensured regular contact with families and representatives throughout this time by phone or video call.

Environment

People live in a warm and bright home that meets their needs. The home is set in a small community which is accessed by individuals with support. The bungalow has level access to facilitate wheelchair use. Bedrooms are individually decorated with evidence that residents are involved in making choices surrounding this. All bedrooms are en suite. The sensory room offers space for individuals to have quiet, calm time away from others. The responsible individual was made aware of small details that would improve the environment such as replacing a chair in the hallway that is in poor condition. The open plan kitchen/ dining and living room gives a large, light communal space where people choose to socialise or carry out activities.

The service provides a secure, safe environment that ensures people's privacy and dignity are upheld. Gates to the property are secure. Medication and chemicals are safely stored in locked rooms. The home has safe money storage and systems in place to support people with their daily spending needs. People have private bathrooms. Window coverings in the sensory room offer privacy for people who like to relax here. Checks are carried out throughout the home to meet regulatory requirements and ensure the environment is safe. The temperature recording in the medication room requires strengthening as these are inaccurate with evidence that they are recorded in advance of the actual date. All other safety records we viewed are accurate and up to date.

Equipment is provided to ensure people have positive experiences and help them achieve their outcomes. Minibuses ensure that people access the immediate and wider community. People who require specialist equipment have this in place to promote mobility or aid bathing. Since the last inspection, the service updated the garden and staff tell us that people love the specialist swing.

Leadership and Management

The provider has arrangements in place to support the smooth operation of the service that ensures high quality care is provided and people are supported to achieve their personal outcomes. Though plans are lengthy, outcomes for people are recorded and reviewed. People living at the service and their representatives are consulted about the care delivered. Up to date policies and procedures are in place. Staff are supported by the manager and wider organisation and have knowledge of processes which they follow. The culture of the service is supportive and open. The provider has appointed a new responsible individual who is proactive in reviewing processes to ensure quality care is delivered and can be measured through recorded outcomes.

People living at Ty Machen are supported by appropriate numbers of staff who are suitable and competent. Rotas are arranged to ensure people are fully supported. Staff to person ratios are often 1:1 or 2:1 in accordance with personal plans and contractual agreements. Staff recruitment is robust. There is evidence of good induction, training and supervision that ensures competency. Staff confirm they feel suitably trained, qualified and supported to carry out their role. There is continuity of care provided by a stable workforce. Staff told us that they love working at Ty Machen. They appreciate the support from managers and the wider organisation to work in their chosen profession.

The provider ensures that individuals are supported to manage their money in accordance with policies and procedures. The assessment of a person's ability to manage their own money is recorded. Appropriate authorities are involved to safeguard people who need help with their finances. Where appropriate, appointees support the individual. The service has robust recording and auditing processes in place to help people manage their day to day spending money.

Areas for improvement and action at the previous inspection

None		
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Areas where immediate action is required

None	
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Areas where improvement is required

None	
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