



Inspection Report on

Ty Hendy

**Heol Y Parc
Hendy
Swansea
SA4 0XX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

03/01/2024

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About Ty Hendy

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	17
Language of the service	Both
Previous Care Inspectorate Wales inspection	5 December 2022
Does this service promote Welsh language and culture?	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 and their representatives are positive about the service. An individual who lives at Ty Hendy told us, *“The home is perfect and the best place I have ever lived”*. A family member told us, *“This place is first class and it’s been so good for him”*. Friendly and understanding support workers have developed positive relationships with individuals who live at the service. Person-centred plans are highly individualised and used to effectively guide support workers.

The environment is well maintained by the provider. Issues with the building are addressed promptly and there is an upgrade plan in place. Individual rooms are highly personalised and a reflection of the people who live in them. Accessible communication tools and equipment is available for people to maintain their independence.

The service is effectively led by an accessible and supportive manager, who knows and understands people well. The provider has very good oversight of the service with quality assurance systems that focus on continual improvement.

Well-being

People receive highly personalised care and support. Individuals who live at the service access many different opportunities that enhance their well-being. Support workers encourage people to do the things that matter to them in the service, their local community and beyond. The manager involves specialist health and social care professionals to help people remain as healthy as possible. People, their representatives and support workers are involved in developing and reviewing personal plans.

People contribute to decisions that affect their lives and are supported to work towards their own individual goals. Support staff respect people, understand their needs and take time to develop relationships with each other. A representative told us, *“My family member is genuinely cared about by the staff and carers. They look for activities they can support him in doing and provide a safe and positive environment”*. People can communicate in Welsh or English as they choose, and the service uses accessible methods of communicating with people.

The building is well maintained and designed to support people to be as safe and as independent as possible. People can do things that matter to them in the service such as interacting with each other, listening to music, playing computer games, relaxing and cooking their own meals. The provider considers each person’s personal circumstances and adapts their individual rooms to promote their well-being.

People are protected from harm because recruitment processes and training ensure they get the right support. Workers receive a comprehensive induction and ongoing professional development and register with Social Care Wales, the social care workforce regulator. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

People have a voice because the Responsible Individual (RI) routinely spends time talking to people about the service.. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People are very happy with the care and support they receive from skilled and passionate staff who understand them, their needs and preferences. An individual who lives at the service said, *“They are brilliant and support me to be busy with all my different activities”*. Representatives are very positive about the service and the relationships people have built with their support workers; *“They are absolutely wonderful, they have supported him to do things that we never thought he could do”*. We observed many patient, friendly and understanding interactions during the inspection. When discussing the people who live at the service workers told us, *“They are all individual and I love them”* and *“They are lovely, it’s like family”*.

People, their representatives, support workers and associated professionals are involved in the development of their personal plans. The manager ensures plans are accurate and up to date, with guidance on how best to support people to achieve their individual outcomes. When reviewing personal plans the manager considers a range of information from the person, their representatives, support workers, key worker reports and external professionals. Positive risk assessments help to maintain safety while promoting people to be as independent as possible. Health and social care professionals are involved and their advice is reflected in plans. Key workers hold monthly review meetings with people to help them assess, review and alter goals they are working towards. When discussing personal plans a support worker told us, *“It’s really good that I can make suggestions and they are frequently updated”*.

The manager and senior staff audit medication every month to ensure it is appropriately administered and managed. The local pharmacy also conducts an annual audit with an action plan to resolve any identified issues.

People enjoy a variety of pastimes in line with their individual preferences. People do things at the service, such as working in reception, cooking, gaming, planned activities and looking after their pets. People take part in external activities such as enrolling in education, volunteer placements, are members of local community groups and go on holidays.

The manager ensures the number of support workers available reflects the needs of the people who live at the service. When necessary, they use agency staff, who are familiar with the home and the people they support.

Environment

People live in a service that supports them in line with their individual needs. The provider works with people to adapt living areas to help them develop their independence and achieve their own goals. For example they have created additional spaces for people to relax in and are developing a new flat to enable an individual to manage their own accommodation. The provider has also renovated one of the communal living areas, installed a new kitchen and is intending to make further repairs to the décor.

People personalise their rooms by choosing their own colour schemes, furniture, photographs, ornaments and technology. Equipment is available to help people with mobility challenges and inclusive communication tools encourage people to maintain their independence. People enjoy spending time in the gardens looking after their pets, having barbecues and relaxing in the patio areas.

The provider has robust systems to ensure regular health and safety audits of the property are completed. Staff complete the required testing of fire safety equipment. Health and safety audits are completed by senior staff throughout the year. Personal Emergency Evacuation Plans are up to date and available in emergencies.

There are three kitchens in the service and staff encourage people to do as much for themselves as possible when cooking. People work with each other and their support workers to plan, shop and cook meals together.

Leadership and Management

There are strong arrangements in place for monitoring, reviewing and improving the quality of the service. The provider has introduced a new quality assurance system, with regular audits and action plans to address any issues. The RI is well known by the people who live and work at the service. The RI's statutory quarterly visit reports are comprehensive and involve people and/or their representatives and staff. A support worker told us, "*The RI always stops and talks to ask how things are for the guys*". Information from these quality audits and feedback from people, their representatives and professionals is used in the six-monthly Quality of Care Review.

The manager has highly effective systems in place to ensure documentation is helpful, effective, up to date and celebrates people's achievements. They are described as accessible and supportive of everyone involved in the service. A person who lives at the service told us, "*[Manager] has been brilliant to me, she's the best, so supportive*". When discussing the manager, support workers told us "*She's brilliant, really supportive*" and "*She has turned things around and improved things so much, it's ten times better for the guys*" and "*I love working with her*".

Records show staff receive regular one to one supervision and annual appraisals. A support worker told us, "*Supervisions are good but I get great support from the manager and deputy, whenever I need it*". Support workers have a good understanding around safeguarding and are confident to report any concerns they might have. Staff have a sound understanding of the key policies and procedures that guide their practice.

Pre-employment checks such as references, right to work and Disclosure and Barring Service (DBS) checks take place before new employees start work. New staff receive a comprehensive induction. Ongoing mandatory and person specific training helps support workers to effectively meet people's individual needs. A support worker told us, "*The sign language training has been brilliant to help us to communicate better with people*". The manager assists support workers to register with Social Care Wales and promotes further skills through professional qualifications.

The manager ensures there are adequate numbers of staff available to meet people's individualised needs, this includes agency workers when necessary. A key worker system assists people to build positive relationships with their support workers.

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
15	The provider did not prepare a personal plan within 24 hours of commencing care for a person admitted to the service.	Achieved

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