



# Inspection Report on

**Llys Pen Pant**

**Swansea**

## **Date Inspection Completed**

02/08/2022

*02 August 2022*

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## About Llys Pen Pant

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The service 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 and their relatives are satisfied with the care and support they receive at Llys Pen Pant. There is information available for staff to understand how to best meet people's care and support needs.

People live in a homely environment that is warm, clean, and suitable to meet their needs. The building is safe, well maintained and people have their own space.

There are positive relationships between staff and residents as staffing at Llys Pen Pant is consistent. Residents have choice and control over their lives and are supported to be as independent as possible. People have their own personal routines and do the things that matter to them both in the community and at the service.

Staff are available in sufficient numbers and mix of skills to adequately provide support to people. Care staff are knowledgeable, respectful, and caring. Safety equipment is in place and health referrals are made to promote peoples' health and well-being.

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, *“I like having staff there if I need them”* and *“the staff give me space”*. Records show people are offered choices to make everyday decisions. A relative confirmed this by telling us *“the staff are polite and knowledgeable and create an environment where our relative feels safe”*. 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, *“Support from management is there throughout”* and *“the manager is especially good at encouraging people to find a healthy work life balance”*.

People get the right care and support. Records reflect referrals are made to a variety of healthcare professionals such as psychiatry and community nursing. This is also confirmed by comments from visiting healthcare professional who told us they are satisfied with the care at Llys Pen Pant. People are happy and receive support from professional staff who know them well.

People are safe and protected from abuse and neglect. The service provider has safeguarding policies and procedures, which are 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.

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. Llys Pen Pant Care Home is a well-maintained welcoming environment where people feel part of the local community. People enjoy the company of each others and are well respected by staff.

## Care and Support

Policy, procedure, infection control measures and application of hygienic practices are in place. Staff demonstrated an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. The home is clean and tidy. The home has sufficient stock of PPE.

People get the right care at the right time. The staff at Llys Pen Pant have built positive relationships with people over several years. Staff have an excellent understanding of people's needs and provide support with kindness, compassion, and care. People we spoke with were positive about living at Llys Pen Pant and one person told us *"It's great here, I get help whenever I need it"*. Another person said, *"I can do what I want but can get help if I need it"*. Care documentation is thorough, robust and contains the required information. Personal plans of care clearly highlight people needs and how these should be met. These documents are reviewed regularly to ensure they are kept current and accurate. This is important as these documents guide staff on how to care for people. We saw evidence that staff at Llys Pen Pant work closely with external professionals and apply any advice or guidance into personal plans of care.

People are supported to have autonomy of their lives. People have personal daily routines and make their own decisions about when to get up in the morning, when to go to bed at night and how they spend their time in between. People are encouraged to remain as independent as possible and supported to attend employment, education, and social activities of their choice within the home and the community.

People have choice regarding meals. There are no set menus in place as people decide what they want to eat at the time they want to eat it. Personal routines also dictate that there are no set mealtimes at the service. Care documentation is person centred and clearly outlines people's preferences on how they want to be supported. Individual likes and dislikes are recorded, and people are included in the care planning and review processes to ensure their voice is heard.

The service has safe systems for medicines management. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. This consists of weekly stock checks and six-monthly in-depth audits. Medication administration records are accurate, and the audit process identifies mistakes with appropriate action taken. The medication cabinet is secured in a locked cupboard. As and when required medication (PRN) was appropriately administered in line with instructions.

## Environment

People live in an environment that meets their needs. Llys Pen Pant is a residential property located in a suburb of Swansea that has local amenities and good transport links. The home is set over two adjoining houses and benefits from communal space that enables people to spend time alone or with the company of others if they prefer. There are enough bathrooms and toilets within the service which are clean and in working order, and there are facilities available for people to make meals, snacks, and drinks as and when they wish.

The property is well maintained and has plans for some modernisation of the garden area. The environment is warm, welcoming, and clean, but would benefit from some cosmetic redecoration in places. We are told that there is continual updating of the property where needed. We did not detect any malodour during inspection. People are cared for in single bedrooms which are comfortable, decorated to their taste and contain people's personal items. People are free to access their rooms or communal space as they wish and are encouraged to make bedrooms as personal as possible.

People can be assured they live in a safe environment. On arrival we found the main entrance secure, and we were asked for identification and to sign the visitors book before being permitted entry to the home. Covid-19 protocols were in place, and we were asked for evidence of a recent Lateral Flow Test. The environment is homely and clutter free with hazards reduced as far as practically possible. Windows mostly have restrictors in place, but one had a restrictor that could easily be removed. We discussed this with the manager who assured us this would be addressed immediately. Harmful chemicals are locked away safely. Safety checks to the building including testing of gas and electricity take place within legal timescale and any repairs are completed without delay. There is a fire safety risk assessment in place and all residents have a Personal Emergency Evacuation Plan (PEEP) which is important as this document guides staff on how to evacuate people in the event of an emergency.

The service is a supported living environment with domestic arrangements in place for laundry. Appropriate systems are in place to avoid cross contamination and all laundry equipment is in working order. There is an appropriate storage area for household waste which are well organised.

## 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.

People benefit from the leadership and management in place. Llys Pen Pant benefits from having an RI and there is a manager in place who is registered with Social Care Wales, the workforce regulator. The RI has oversight of the service and completes monitoring of the service in line with regulatory requirements and produces reports to support the monitoring.

There are quality assurance processes in place that monitor the service being delivered and considers the views of people who use the service and staff who work at the service. This monitoring indicates that the provider is committed to providing a quality service and making improvements when required. There are policies and procedures in place for the running of the service which are reviewed annually. There have been no complaints to the service since the last inspection. The RI understands legal requirements regarding caring for vulnerable people and liaises with the Local Authority safeguarding team when necessary.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI stated "*We have invested significantly into Software solutions to improve the level of data coming from services to support our understanding of how the care and support is being used and its effects.*" They went onto say "*The company has Invested into quality oversight to reach better standards of delivery. In 2022 three new quality personnel have joined a specific team with a function to raise standards for the people that reside in our services.*" This was seen by us during our visit.

People are supported by staff who are trained and safely recruited. Staff at Llys Pen Pant undertake training relevant to the job they do, and all staff training is up to date. The sample of staff supervision and appraisal records examined were carried out at the required frequency. Staff are happy working at Llys Pen Pant and feel supported by the RI. One staff member told us "*This is the best home I have worked in, there is flexibility around work life balance*" and another commented "*I have only ever had a positive experience working for this provider and have felt supported throughout*". We examined a selection of staff files and were able to see that staff recruitment is safe and robust. Pre-employment checks including

references and Disclosure and Barring (DBS) certificates are applied for prior to employment commencing and certificates are renewed every three years.



### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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** 02/09/2022