



Inspection Report on

Ty Penrhos

**Ty Penrhos
2 Beddau Way
Caerphilly
CF83 2AX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/11/2023

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About Ty Penrhos

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	83
Language of the service	Both
Previous Care Inspectorate Wales inspection	[13 September 2022]
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The home is purpose built and divided into five separate units. Three units provide specialist nursing care for people living with dementia, the other two provide general nursing care. The environment is well maintained, homely and meets the needs of people living at the home.

People and their relatives are very complimentary about how well they are looked after. Personal plans describe clearly how people would like to be supported and what outcomes they would like to achieve. The quality of care and support is overall good, but we found some examples of insufficient record keeping and one specific issue with medication management. The manager assured us lessons have been learned from this and procedures tightened to ensure it does not recur. We found significant improvements with the activities in the home, which is appreciated by residents.

Staff enjoy working at the home, they feel valued and well supported. Staff are safely recruited and receive regular training. However, one to one supervision meetings are not carried out as frequently as required. The management team are well supported by the Responsible Individual (RI) who visits the home regularly and has good oversight of the service.

Well-being

People and their representatives are involved in their care planning and the overall running of the home. People's preferences, likes and dislikes are considered carefully when their personal plans are produced and subsequently reviewed. People are treated with genuine compassion, dignity, and respect. Personal relationships are supported and encouraged, visitors told us they have their own means of entry and can visit when they choose.

People told us they enjoy a variety of activities in the home and are taken out on excursions and shopping trips locally. The comments we received were very positive, one person said *"I love it here, they are all such good company. If I need anything they come straight away to help me. The food is alright, we do get a good choice."* Another person said *"The staff are all very good and so helpful, my room is wonderful. I like to go to bed early and get up early, which the staff help me with. All in all, I really do like it here."*

Some visiting family members told us *"They are very well looked after; the staff are all pleasant and chatty. The communication is very good, they always let us know what is going on. The environment is good, its always clean and tidy."* And *"the staff are brilliant; nothing is too much trouble."*

A wide range of activities are provided by the home. Activity coordinators complete a weekly planner after talking to people and their loved ones about what they would like to do. We saw people enjoying a light exercise class on the day of our inspection. Other people were enjoying having their hair done by a visiting hairdresser. People also enjoy one to one activities, having entertainers in the home, and parties for special events.

The service protects people from abuse and neglect. The service ensures people are aware of how to raise a concern. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive care and support as and when they require it. Care workers are warm, attentive, and supportive to people. The care needs and preferences of each person are clearly documented. Plans are divided into set areas of support, with a clear desired outcome for each area. They contain a detailed social history of each person so care staff can get to know them and their lives before coming to the home. Plans include risk assessments as required to ensure people's health is monitored in the identified areas. Care staff refer any changes in people's health or presentation to qualified nurses promptly for the nursing team to review. People are supported to be as independent in their day-to-day lives as safely as possible. Plans are regularly reviewed with people and their loved ones to ensure they are up to date and reflect people's current needs and aspirations. Records are kept by care staff, but we found some gaps in record keeping and notes which were too brief to evidence people are supported as described in their personal plans. The manager assured us they would address this.

Referrals are made to health and social care professionals when needed. People are registered with a local general practitioner (GP). Records are kept of all appointments and outcomes for review as required within the daily notes. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required.

People enjoy their meal experience which is a pleasant, relaxed and social time of the day. We were told the quality and choice of meals is good; people are encouraged to be as independent as possible and supported when required. We saw people enjoying their lunchtime meals whilst chatting with each other and care staff in a relaxed and friendly manner.

Systems are in place for the safe management of medication within the service. We saw one occasion where prescribed medication was not given due to a miscommunication within the home. The manager assured us this will be thoroughly investigated, and lessons learned would be used to improve processes and ensure this does not occur again.

Infection prevention and control procedures are good. The standard of cleanliness is high throughout the home. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is maintained to a good standard. We saw a marked improvement in the overall environment from our previous inspection. The environment is light, bright and homely throughout. The home benefits from a spacious entrance area which leads onto a corridor which is designed to mimic a high street scene, with various shop fronts. The home is clean and tidy throughout. People's bedrooms are spacious and personalised to their own tastes. Individuals have personal mementos and keepsakes which helps to provide a familiar and homely room. Bedrooms all have en-suite shower facilities. The communal bathrooms are well equipped but are used to store some lifting equipment and wheelchairs due to a lack of storage elsewhere.

The units for people living with dementia benefit from a more stimulating décor, with brighter colours to help people to orientate around their surroundings more easily. The general nursing units benefit from a calmer, more homely décor. Each of the units has a designated lounge and dining room. The lounges are laid out to encourage small groups to socialise. The dining rooms include kitchenettes for food to be served from and allow for people to make their own drinks if they choose to do so. There is a large projector screen for movie nights and other activities. People told us they enjoy mixing with people from other units, with a big screen showing of the London fireworks a recent example given.

The outdoor is pleasantly laid to level paving which provides a walk around the gardens lawned areas. The first floor has spacious balcony areas which contain potted plants and outdoor seating. The outdoor furniture is sturdy and in good condition. People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw all serviceable equipment is checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that hygiene standards are very good.

Leadership and Management

People benefit from effective leadership and management. We saw the manager and deputy manager interacting warmly with people throughout our inspection visit. Care workers told us the management team are very approachable and supportive. Staff are complementary about the service as an employer, and about the care and support residents receive. Comments we received included *“I love it here; we have a great team, and the management team are fabulous. The residents are well looked after and enjoy our company.”* And *“the management team are very understanding; I really like working here and get on great with all the residents.”*

The statement of purpose is kept under review. The service had an area for improvement identified at our last inspection for not providing the service with sufficient care. We have found considerable improvements at this inspection but have still identified some gaps in record keeping, a specific medication error, and the manager not receiving regular supervisions. Therefore, this remains an area for improvement, although no immediate action is required, we expect the provider to take action and will review this at our next inspection.

There are a sufficient number of care workers on duty to support people in a relaxed and unrushed manner. Care workers receive one-to-one supervision with their line manager, but these are not completed as frequently as required. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Care staff told us they are confident in their roles. They complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care workers personnel files are well organised, and contain all of the required information, such as references from previous employers, Disclosure and Barring Service (DBS) checks, and evidence of registration with Social Care Wales (the workforce regulator).

The RI undertakes regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed, thorough, and comprehensive audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well, as well as areas for improvement.

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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36	Care staff do not receive formal one to one supervision with their line manager as frequently as required	New
6	The service provider is not ensuring that the service is provided with sufficient care to prevent impact on people	Not Achieved

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