



## Inspection Report on

**Ty Mynydd**

**Treherbert**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

06/10/2022

**Welsh Government © Crown copyright 2022.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Ty Mynydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	5
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">14 September 2021</a>
Does this service provide the Welsh Language active offer?	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

Ty Mynydd is a well-led service where people experience a good level of care and support. People's care documentation is outcome focused, clear and concise. The service has a positive impact on people's health and well-being and promotes choice and independence. Care workers have developed positive working relationships with people and treat them with dignity and respect. People benefit from a comfortable, clean environment that supports their well-being.

There is an experienced workforce who are trained to meet the needs of the people they support. The recruitment process is safe, ensuring care workers are of suitable character and sufficiently skilled to undertake their roles. Care workers are well supported by the manager and receive regular formal support. Governance and quality assurance measures are robust. The responsible individual (RI) visits the service regularly to maintain oversight of service provision and to gather feedback to inform improvements.

## Well-being

People are happy to live in a well-maintained environment which helps to promote their well-being. The home is clean and comfortable throughout. People can exercise choice in relation to their personal living space and are supported to contribute to the upkeep of the home. There is an ongoing programme of checks, servicing and repair ensuring the environment, and its facilities are safe for people to use.

There are systems in place helping protect people from harm and abuse. There are policies and procedures underpinning safe practice. These are reviewed frequently and aligned with current national and best practice guidance. Care workers receive safeguarding training and are aware of the procedure for reporting concerns. Risks to people's health and safety are thoroughly assessed with relevant management plans in place. Care workers are safely recruited. The building has good security measures and only authorised people can enter. The quality of service provided is regularly monitored to ensure the needs of people can be met.

The service promotes people's physical, mental, and emotional well-being. People are supported to access a range of activities encouraging personal development, independence, and social interaction. Referrals to healthcare professionals are made when needed and people's overall health is closely monitored. Personal plans and risk assessments are kept up to date and provide clear information to care workers on how to best support people to achieve their personal outcomes. People are encouraged to maintain contact with family and friends.

People are treated with dignity and respect. Care workers have fostered positive relationships with the people they support and treat them with warmth and kindness. People provided us with positive feedback on care workers and the manager. One person stated: *"The staff are lovely. They are supportive, they do everything that I ask of them"*.

## Care and Support

People's care and support needs are set out in their personal plans. Personal plans focus on people's individual outcomes and contain a good level of person-centred information. This tells us assessments and plans are specific to people's individual circumstances. Risk assessments provide care workers with comprehensive information relating to people's vulnerabilities and how best to support people safely. Positive behaviour support plans are in place where people's behaviour has been assessed as being challenging. We saw evidence personal plans and risk assessments are reviewed regularly in consultation with people and the wider multi-disciplinary team. Activity plans show people engage in a range of activities including leisure pursuits as well as domestic tasks. On the day of our inspection, we saw one person being supported to visit shops to buy some new clothes.

People live in a home where care and support is delivered by a knowledgeable, competent and well-trained team of care workers. We witnessed positive interactions between care workers and people. It was clear care workers know the people they support well and can identify changes in people's presentation and act accordingly. Care workers complete detailed daily recordings to monitor people's health and well-being. People have access to a range of healthcare professionals and can access specialist services when needed. People spoke highly of care workers and the level of care and support they receive. One person told us "*The staff are really good at prompting me and helping me reach my full potential*".

The service provides support for people to manage their medication needs. There is a medication policy in place that is aligned with best practice guidance. We noted the policy requires updating to reflect current medication error reporting requirements. We discussed this with the RI who told us the policy is currently under review. Some people living at the service administer their own medication and have management plans in place to ensure this is done safely. Medication is stored appropriately and there are regular audits undertaken to ensure any discrepancies are identified and acted upon.

Robust infection control measures help reduce the risk of cross contamination. The infection control policy is up to date. Care workers receive relevant training and complete routine cleaning of the home and its facilities. Care workers have access to a good supply of personal protective equipment (PPE) which they use when needed.

## Environment

People live in an environment that meets their needs. The main part of the home can accommodate four people. There is also a self-contained flat accommodating one person. We conducted a visual inspection of the service and did not identify any hazards. The home appeared to be clean throughout. Communal areas are well presented, nicely decorated, and have comfortable furnishings. People's bedrooms are personalised to their preference and contain keepsakes and items important to them. Bathroom and toilet facilities are clean and maintained to a high standard. We saw the kitchen has been awarded a score of five by the food standards agency. This means hygiene standards are very high. People have access to a good secure outside space. We saw there is seating and tables for people to use if they wish to do so. All people living at the service have a personal emergency evacuation plan in place which details the best way to support the person to evacuate the building in the event of an emergency.

A programme of maintenance and refurbishment is in place. We were told by the manager any reported issues are actioned promptly. We saw evidence qualified trades people such as electricians, gas engineers and fire safety professionals regularly visit the home to maintain utilities, equipment, and fire safety features. Care workers conduct routine checks to ensure environmental safety is maintained. Regular health and safety audits are also completed to identify any hazards and action accordingly. Substances hazardous to health are securely stored and can only be accessed by authorised personnel.

## Leadership and Management

Care workers are well-trained and supported within their roles. On commencement of employment care workers complete a structured induction programme. Following this they have access to an ongoing programme of training and development to ensure they are sufficiently skilled to carry out their roles effectively. We looked at training records and found the service is mostly compliant with its training requirements. Care workers we spoke with told us the standard of training offered was good. One care worker said *“We have lots of training, E-learning, practical training, and workbooks. I had an induction when I started, it was really useful”*. Records relating to supervision and appraisal show care workers are receiving the required levels of formal support. This is important as it gives care workers the opportunity to reflect on their performance and discuss work related matters with their manager. Care workers provided consistently positive feedback and used words like *“great”, “brilliant”* and *“supportive”* to describe the manager.

Good governance and quality assurance arrangements ensures a high-quality service is delivered. The manager told us the RI visits the service regularly, is accessible and very supportive. This was confirmed by documents reflecting the RI is up to date with all their specific duties. These duties include visiting the service every three months to meet with people and staff and to conduct various audits. A quality-of-care report is produced on a six-monthly basis where the services strengths and areas for further development are considered. There are policies and procedures in place promoting safe practice. We looked at several policies and note a number of minor changes are needed which we discussed with the RI. We also examined the services statement of purpose and user guide and conclude both documents are reflective of the service provided.

The service operates a safe recruitment process. This ensures employees have the right skills set and attitude to work with vulnerable people. Recruitment records we viewed confirm the service completes all of the regulatory required pre-employment checks. These checks include Disclosure and Barring Service checks, identification, employment history and reference checks.

### 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
------------	---------	--------



N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

**Date Published** 10/11/2022