



## Inspection Report on

**Ty Mynydd**

**Treherbert**

## **Date Inspection Completed**

04/04/2024

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## 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	English
Previous Care Inspectorate Wales inspection	<a href="#">06 October 2022</a>
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 are well supported and cared for by a dedicated, experienced team of care workers. The service provides a person-centred approach to care and support promoting choice and independence. Personal plans detail a high level of information describing the best ways of supporting people to achieve their personal outcomes and supporting people to stay safe. People have the opportunity to engage in a wide range of activities and have access to health and social care professionals when needed.

Care workers are happy working at the service and feel supported and valued by the management. Care workers receive relevant training and continuous learning, and development is promoted. The provider recognises good practice and offers incentives to maintain quality service provision. There are excellent governance and quality assurance measures in place helping to drive improvement. The Responsible Individual (RI) has good oversight of the service and regularly visits to monitor the quality of care and support provided. The environment is clean, comfortable, and maintained to a good standard.

## Well-being

People are treated with dignity and respect. We saw care workers engaging well with people showing warmth and kindness. Care workers respect people's decisions, providing care and support in line with people's preferences. Care documentation is person centred and extremely detailed. It is produced in conjunction with people keeping them at the forefront of the care and support they receive.

The service supports people to be as healthy as they can be. Information relating to medical conditions such as mental health needs are recorded in people's personal plans. Care workers are familiar with the people they care for and can recognise changes in presentation and report to the relevant professional for support and advice. The service has robust medication management systems to ensure medication is safely stored and administered. People are encouraged to participate in activities and preserve relationships with family and friends.

People live in an environment which supports their well-being. The home is free from hazards and well-maintained. Safety checks and regular servicing ensures the environment is safe. Fire drills are completed routinely, and people have personal emergency evacuation plans in place. People's personal space is individualised. There are communal spaces which are comfortable and clean.

People are protected by effective safeguarding procedures. Care workers receive safeguarding training and there is a safeguarding policy which sets out the procedure for raising concerns. Care workers we spoke to are aware of this procedure and understand their responsibilities in relation to keeping people safe. People have detailed risk assessments which highlight individualised areas of concern and clear information about the best ways of supporting people to stay safe.

## Care and Support

People experience a good standard of person-centred care and support at Ty Mynydd. Prior to admission a pre-admission assessment is completed to ensure the service is suitable. Following this, care and support plans and risk management plans are devised in conjunction with people and the wider multi-disciplinary team of supports. We looked at people's care documentation and found it is very detailed, highlighting people's personal outcomes as well as providing care workers with clear concise information about supporting people well and keeping people safe. Specialist plans such as Positive Behaviour Support (PBS) plans are in place to ensure behaviours that challenge are managed in a pro-active respectful manner. We saw evidence care documentation is routinely reviewed to ensure it remains relevant. People are involved in the review process so they can express their views regarding the care and support they receive.

People are supported to make choices. People have access to an extensive range of activities they enjoy. This allows people to meaningfully occupy their time. We saw targeted support is provided to undertake activities, complete domestic tasks, and access the community. Arrangements for targeted support are flexible dependant on the persons wishes on the day. We saw people are encouraged to maximise their independence with care workers encouraging decision making around day-to-day matters such as meal choices and grocery shopping. We observed positive interactions between care workers and people on the day of our inspection. It was clear care workers know the people they support well and are familiar with their daily routines and preferences.

People are supported to maintain their health and well-being. Documented evidence shows people have good access to a range of health and social care professionals. These include Social Workers, Psychologists and GP's. Written records show care workers seek professional advice when needed and act on advice given. Medication management systems are robust. There is a medication policy underpinning safe practice. We saw medication is stored securely. Care workers receive medication training and people have relevant support plans in place. Medication administration records are accurate, and we saw evidence of regular audits which help to identify and action any issues.

## Environment

The environment meets people's needs and supports them to achieve a sense of belonging. The home provides accommodation for up to four people. There is also a self-contained flat providing accommodation for one person. We saw the home is clean and tidy throughout with appropriate furnishings and décor. There are a number of communal lounges people can access if they choose to do so. People's bedrooms are personalised to their preference containing items of importance. The kitchen has been awarded a score of five by the Food Standards Agency which is the highest possible. We observed people in the kitchen area chatting with staff whilst preparing food. People appeared relaxed and content this suggesting they are pleased with the environment. There is a garden to the rear of the property with seating available. We were told there are plans to develop the garden to make it more accessible for people living in the home.

The home is maintained to a good standard. We saw care workers complete routine checks to ensure things remain in good working order. Health and safety audits are completed to ensure any hazards are identified and remedied. Documented evidence shows qualified trades people regularly attend the home to ensure utilities such as gas, water and electricity are safe to use. Fire safety features are also routinely inspected with up-to-date safety certification in place. People living at the home are safe from unauthorised access and confidential information is stored in line with the relevant statutory guidance.

## Leadership and Management

Care workers are safely recruited and trained to meet the needs of the people they care for. Recruitment records we viewed shows the service completes all the necessary pre-employment checks. Newly recruited care workers complete a structured induction and are supported throughout this process by the providers Well-being Officer. During this time care workers also have the opportunity to shadow experienced members of the team. Following this an on-going programme of training and development is provided including specialist training to meet the specific needs of supported people. All care workers are registered with Social Care Wales. This is done to ensure care workers possess the skills and qualifications needed for working in the care sector.

Excellent support systems help care workers carry out their roles effectively. Care workers told us they feel supported and valued by the provider. We examined records relating to supervision and appraisal and found the required level of formal support is provided. In addition to this the provider operates initiatives which help support staff and drive improvements. For example, a staff forum meets on a monthly basis to discuss operational matters and share good practice. There is also a staff recognition scheme where incentives are given to staff in recognition of positive achievements. Care workers we spoke to provided positive feedback regarding the direct support they receive from the manager. One care worker said, *“The manager is amazing. No complaints at all, she is very supportive”*.

Highly effective governance and quality assurance measures help the service run smoothly. The RI maintains effective oversight of the service by visiting regularly and speaking to people and care workers. At each visit the RI also analysis a range of data in relation to operational matters, the environment and supported people. Every six months a quality-of-care review is completed, and a report is published. The reports we examined contain extensive information evidencing what the service does well, as well as highlighting areas where improvements can be made. In addition to this the provider monitors the service at a corporate level. Senior managers attend governance meetings to discuss service performance and compliance targets. The manager is responsible for the day-to-day running of the home and is supported by an area manager. At the time of our inspection the regular manager was absent. However, a deputy manager was present. We noted they had a good knowledge of the service, supported people and staff and was providing effective managerial support.

### 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** 24/04/2024