



Inspection Report on

Yr Hafod Residential Care Home

**Yr Hafod Old Peoples Home
Rhos Y Dre
Cardigan
SA43 1NT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

03/04/2024

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About Yr Hafod Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ceredigion County Council Adults and Children's Services
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	15 November 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 receive good care at Yr Hafod. A new manager is in post who is well regarded by the team. The manager leads a team of workers who are motivated to provide people with a good standard of care and support. The manager and Responsible Individual (RI) has good oversight of the service and there are processes in place to make sure their regulatory responsibilities are met.

People, and their representatives feel they made a good decision to make Yr Hafod their home, either on a long-term basis or for short term care. The atmosphere in the service is friendly, calm and well organised.

The improvements needed to the physical environment which were identified previously have not been addressed. This has some adverse impact on people, but overall people are positive about the quality of care they receive at the service.

Well-being

People are safe and protected from abuse, harm and neglect. Care workers understand their responsibilities in relation to safeguarding and are confident the manager would deal with any concerns raised and take the actions needed to make sure people are safeguarded. Care workers have completed training in safeguarding and the provider makes the necessary referrals to statutory services.

The relationships people have with those who care for them is good. One describes the staff as *“absolutely wonderful... they can’t do enough”* and a relative said *“the staff are lovely... can’t fault them ... they are as good as gold”*. Interactions are friendly and supportive. One person said they like *“a cuddle”* from the staff and another relative said *“the staff are always friendly... they are very good to X”*.

People can talk with care workers in their chosen language. Many of the team are Welsh speaking and we heard Welsh being spoken throughout the inspection.

There are some opportunities for people to do things that are important to them. This includes impromptu games and music arranged by individuals or staff as well as people, including local children, visiting the service. Most people think the frequency of activities is about right.

The physical environment does not contribute positively to people’s well-being in some areas. This has been identified at previous inspections and remains an area where improvements are needed. Some people are dissatisfied with the environment, but others feel the quality of staff and the care they receive over-ride the problems with the environment.

Care and Support

Care records contain the information needed to inform and direct care. There is a helpful 'About me' document which contains information about who and what is important to the person. Individuals and their representatives are encouraged to contribute to these documents. Care plans and risk assessments are written for a range of areas including communication, mobility and nutrition. Care records are reviewed regularly. Each person has a daily diary which sets out the care and support offered as well as how the person spent their time. Most entries reflect person centred care and we have asked the provider to make sure all entries reflect this.

People's physical health needs are met. Referrals are made to health professionals as needed and a District Nurse visits the service regularly. Care workers can recognise the signs of skin pressure damage and have the necessary pressure relieving equipment.

People are treated with dignity and respect. Care workers are not rushed and most say that if they request help, workers attend promptly. During the inspection we saw care workers respond in a timely way when necessary. Care workers are not rushed when assisting with personal care, and we saw them assisting people in the communal areas in a friendly and relaxed way.

There are some opportunities for people to do things they enjoy. We were told of a recent singsong when a person played the piano and was joined by people who sang along. People play card games and some chair activities with care workers and appear to enjoy these. Some children from a local nursery visited the service and people really enjoyed spending time with the children. Whilst some people enjoy spending time with other people, there are others who prefer to spend their time on their own, either in their room or in one of the smaller lounges.

There is an understanding of the importance of good nutrition. The kitchen has been awarded the maximum score of five by the Food Standards Agency. Food cupboards are well stocked, and most meals are made using fresh ingredients. The catering team take pride in their work and generally feel part of the team. People are offered a choice and mealtimes are sociable with people encouraged to use the dining room. But their choice respected if they prefer to have their meals in one of the lounges or their room. Care workers understand the importance of maintaining hydration and drinks are offered throughout the day with fluid balance charts kept where necessary. Special diets are catered for, and special events celebrated. Weight charts were not available, and the manager said they are in the process of introducing a new nutritional monitoring tool. People are wholly positive about the meals, with one comment made in the feedback survey saying "*It's better than the Ritz*" and another said "*it is lovely*".

Environment

People live in a service which is not always suitable for their needs. The lounges which were recently redecorated remain pleasant places for people to spend time together and one person told us how they “love” spending their time in one of the small rooms.

People have personalised their rooms with photographs and ornaments and say their rooms are comfortable.

However, the work to make the service safe and to bring it up to an acceptable standard has not been done. The replacement fire doors are due to be installed in July and it has been established the fire safety work is more extensive than first thought. The roof of the service is leaking and the windows are in a poor condition, with pieces of loose concrete and a number of the windows blown which impairs visibility. Parts of the service are dated and repairs have not always been carried out to a good standard. This was discussed with the manager and the RI who said there have been difficulties with getting the work completed due to both the availability of workers and of getting the required work agreed. A Priority Action Notice (PAN) was issued at a previous inspection and because the areas identified have not yet been addressed, this PAN remains unresolved and therefore open.

There is a feasibility study being carried out to consider how to best proceed with the work needed to bring the service up to the standard needed and people, their representatives and workers are involved in these discussions. In the meantime, work is planned to decorate the reception area, dining room and some bedrooms and during the inspection, electrical work was starting to improve the lighting in the corridors.

Standards of cleanliness throughout are generally good, and there are no malodours. Some areas would benefit from some high dusting but there is currently a vacancy meaning one housekeeper is responsible for the whole service.

There is some outside space, but this is not well maintained and means people are not always able to move freely in the gardens and to make best use of opportunities to spend time outside in the fresh air.

There are processes in place to make sure equipment and services are safe and suitably maintained. During the inspection, engineers were carrying their own inspections on moving & handling equipment and beds and they advised that they are all in good working order.

The physical environment has some adverse impact on people living at the service as they are unable to see clearly through some of the windows; there is a damp area on one wall and overall the service is tired and drab in places. However, people consider the standards of care and the quality of staff make up for this, with one representative saying that although the service could do with some updating, the priority is the care and support offered.

Leadership and Management

There are some effective processes in place to monitor quality. The Responsible Individual (RI) visits the service regularly and the reports demonstrate people and care workers are consulted as part of their visits. A quality assurance report has been written which is comprehensive and reflective, highlighting where the service does well and what improvements are needed.

A new manager is in post who is establishing herself as a well-respected and approachable leader, and who has good oversight of the service.

The concerns around the premises are well known to the leadership team who are working with their colleagues to address the concerns and acknowledged the unacceptable delays in progress being made.

Care workers are appointed following a safe recruitment process. Information is held electronically and the system is easy to navigate. Records contain the information needed including references and safety checks.

Supervision is being arranged for all care workers. The manager has identified this has not been carried out as required by Regulation and is setting up a process to make sure this is done within timescales. Care workers do, however, consider they get feedback on their work to help with their professional development. There is a good emphasis on having a skilled and suitably trained staff team, with workers completing training in a range of areas including Moving & Handling; oral care; skin care and infection prevention & control.

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
44	The provider non compliant with regulation 44 because teh building is not sufficiently maintained. The provider needs to compete all planned work to improve the decor throughout the home.	Not Achieved

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

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