



# Inspection Report on

**Ty Enfys Care Home**

**Ty Enfys  
Marle Close  
Cardiff  
CF23 7EP**

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

**This report is also available in Welsh**

**Date Inspection Completed**

29/06/2023

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## About Ty Enfys Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hallmark Care Homes (Pentwyn) Limited
Registered places	101
Language of the service	English
Previous Care Inspectorate Wales inspection	20 <sup>th</sup> April 2021
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

The service is dedicated to providing high quality care and support. The service vision and ethos is implemented by every member of staff. Strong governance is in place, aided by a clear management structure. There are robust auditing systems as well as quality assurance arrangements. Managers, senior managers and the Responsible Individual (RI) have extensive oversight of the service and ensure that high quality is embedded and maintained. There is a dedicated and enthusiastic lifestyle team who ensure that people's needs regarding social interaction and engagement in the things they enjoy are prioritised. Equality and Diversity is deeply embedded including peoples spiritual, emotional and physical needs. Managers and care staff are passionate about the work they do and are devoted to enhancing the lives of the people they support. The home is bright, welcoming, extremely well presented and immaculately clean. There are systems in place to ensure that excellent levels of housekeeping and maintenance are maintained. People receive support from consistent, well-trained care staff they know well. Care staff are extremely friendly and approach people with kindness and compassion. People are at the very heart of this service.

## Well-being

People told us that care staff are excellent and they get the care and support they need. People are approached with compassion and respect. Care staff are consistent and know people well. We saw meaningful and valued relationships between people and their care staff. Managers consistently seek people's views and feedback through reviews, surveys meetings and direct feedback from people. People are encouraged and supported to socialise with people that matter to them.

People feel safe. There are good systems in place to enable good communication between people, staff and managers. People and care staff feel comfortable raising concerns or issues with managers. There are good systems in place to ensure that people coming into the home to work or visit are fit to do so. Managers have excellent oversight of any issues and are swift to take any action necessary to reduce risk.

People are supported and encouraged to maintain a healthy lifestyle. People's food and drinks are monitored and encouraged when needed. Specialist diets and drinks are implemented as required. We saw people partake in activities they enjoy and that contribute to their well-being. We saw appropriate referrals are made to health professionals when necessary. Working relationships are very good with the General Practitioner and other professionals, particularly to enable people to have the choice to remain at the service when their care needs increase.

The environment is fulfilling and reflective of small communities. The service is decorated and maintained to a high standard and is reflective of people's preferences wherever possible. There is a range of equipment available to support people with their mobility. Specialist equipment is in place to enhance day to day experiences. People have access to a range of innovative facilities and creative activities within their home.

We saw that people do things that matter to them. The manager told us that the service strives to ensure people can live their lives as they would at home. People are consulted and included within their care and any reviews that take place. People and their families told us they are very happy with the service.

People are encouraged to engage and be a part of their community. The service also looks to involve the local community within the home. We saw a dedication to inclusion, equality and diversity. People's individual circumstances are embedded within their care. People's cultures, religions and languages are promoted and celebrated. People are encouraged to share their passions and hobbies with others within the home. People feel valued.

## Care and Support

Detailed care plans are regularly reviewed with the person and/or a relative. We saw care plans are designed in consultation with the person and include key information which ensures people can continue to live their lives as they would do at home. Details such as one sugar in their tea, likes to have their hair blow dried or to put lipstick on in the morning. Plans also include practical details regarding the persons care such as what specific equipment they require and their mobility needs.

People receive the right medication at the right time. We saw medication is safely stored and regularly monitored. Medication is regularly reviewed by the appropriate professional. Medication audits are completed and any actions are addressed. Care staff receive regular medication competencies to ensure their knowledge is up to date. We saw people have access to a range of health professionals such as Speech and Language Therapy (SALT), podiatrists and opticians.

People's views on the service are valued. People have several opportunities to provide feedback regarding the service. Such as surveys, meetings, and discussions with management. People know the care staff that support them well and who their specific key workers are. People are encouraged and supported to exercise their right to vote.

A dedicated lifestyle team are in place who plan and facilitate activities. The service adopts a person-centred approach, considering peoples preferences, religion, ethnicity and culture to tailor activities to them. We saw the lifestyle team have reached out to the community to try and bring the community in. They have arranged regular visits from local schools as well as reach out to specific religious groups and cultures in society. This has enabled people to share and celebrate their culture with others. A 'Playlist for life' programme has been implemented, where people can collate a playlist of songs that remind them of a happy time in their life. Staff have seen an extremely positive response from this. People have been engaged and this has also shown to reduce people's anxieties, behaviours and their risk of falls.

Staff ensure that people at risk of social isolation receive a one-to-one focussed activity on a regular basis. We saw evidence to show that this approach has supported people to develop new skills or remember old ones. Activities and events are put on throughout the week and are regular. One person told us "*Sometimes you may be happy reading a splendid book*" and "*sometimes your grateful that there is someone there telling you what's available*". We saw that people are encouraged to share their passion with others such as yoga and dance. Recently the service went on a trip to the Royal Welsh College of Music. People told us they are happy with what is available and enjoy their freedom and the flexibility to engage in events and activities.

## Environment

The service is bright, warm and inviting. Communal areas are extremely well presented and bedrooms are individual to the person. On the day of inspection people invited us to sit down and have a cup of tea, this shows people have a real sense of ownership. Even though rooms are well presented the manager told us they have on going redecoration of bedrooms which people are excited about. We saw a range of facilities available within the home such as a cinema room, a shop, a hair salon, a pub and a garden room. Specialist equipment is also available to people, such as hoists and specialist baths. Records show that individuals can enjoy a sensory bath and listen to music to relax. The home is immaculately clean and we found good levels of staff in the domestic and laundry team. Staff work hard to ensure that standards in the home are met and exceeded.

We saw excellent systems in place to monitor health and safety and the quality of the environment. An app system allows care staff and people to log any environmental and maintenance issues that arise. These maintenance issues go straight to the maintenance team so can be addressed as soon as possible. We saw issues are quickly responded to and resolved. Fire equipment is regularly checked and serviced. Fire drills are carried out to ensure systems are working and that staff know what to do in the event of an emergency. Logbooks are well maintained and up to date.

## **Leadership and Management**

There are excellent governance arrangements in place at this service. These enable the smooth operation of the service. The manager demonstrates exceptional insight and

knowledge of the service and of the individuals that live and work in the home. Managers and staff are passionate about inclusion. People who share a language are encouraged to spend time together. This allows people to talk in their own language and be able to share their culture with others. We saw the Welsh language is also actively promoted within the service and there are care staff working there who speak Welsh.

Regular meetings update staff on any changes and provide information. Regular clinical meetings ensure the service is proactive in identifying patterns and trends. The service has competent members of senior staff and Nurses on each floor to ensure issues can be dealt with swiftly. The RI completes regular visits to the home where they assess quality and maintain oversight. Previous actions are considered and actioned. Staff training, accidents and incidents are analysed and patterns and trends identified. The RI gains feedback from people and care staff. We found feedback to be unanimously positive. The RI also completes a thorough review on the quality of care. Feedback is gathered from a range of sources. The review identifies what the service does well and ways to improve and develop.

There is a very high staff presence including care, hospitality, maintenance, activities, management and nursing staff. Each have their own dedicated team, seniors and managers. Regardless of role, all staff engage with people living at the service and are passionate about what they do. Everyone understands the services commitments, goals, ethos and vision. Staff approach people with kindness, compassion and respect.

Care staff are passionate about improving the lives of the people they support and are friendly and approachable. One staff member told us how they regularly pray with a person, we saw a staff member supporting one person to paint and there were several ladies having their nails painted. The majority of staff have worked at the service for several years and know the people they support very well. Care staff go through a robust vetting procedure to ensure they are safe to work with vulnerable adults. We saw that detailed checks are completed, references are sought and identity is checked. All staff have an up-to-date Disclosure and Barring Service (DBS) check in place. Care staff receive an induction and regular training. Training is ongoing to ensure care staff skills and knowledge is always up to date. Care staff feel confident raising concerns with their seniors and the manager. Care staff also know who the RI is and feel confident approaching them. Supervisions and appraisals are regular and care staff are supported to develop and progress in their career. Staff are happy and enjoy working at the service.

### 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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