



## 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**

20/04/2021

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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	
Does this service provide the Welsh Language active offer?	This was a focussed inspection and we did not consider the Welsh Language active offer on this occasion

### Summary

The home is welcoming, and staff are friendly and approachable. People feel safe and well looked after by suitably trained staff. Care staff provide people with good levels of care and support and regularly update personal plans. A dedicated staff team offers people a range of social and recreational activities. Staff receive regular supervision and feel confident raising concerns with managers. There is good communication between people, their families and the service to ensure everyone is kept up to date on important matters. There are robust quality assurance systems in place, which ensure that matters are addressed and reflected on. The home has implemented a range of measures to keep people safe during the Covid-19 pandemic.

## Well-being

People are treated with dignity and respect and feel listened to. We saw people and care staff having meaningful conversations and we received excellent feedback from the people living in the home regarding their care. People using the service told us how they felt they could approach and talk openly with care staff and managers. People told us about their likes and wants and how care staff support them in achieving these. Regular reviews involve the individual and/or their families. The majority of relatives we spoke to told us how they are kept up to date on a regular basis regarding important matters. People and their families can also feedback directly to the responsible individual (RI) on matters that are important to them. We saw evidence of this within the service's quality assurance records.

People receive support with their physical, mental health and emotional well-being needs. People have access to a range of activities if they choose. People told us the things they enjoy and how care staff understand their wants and needs. Regular health reviews are conducted and shared with the appropriate agencies. People are supported to access the right professional support, such as a doctor, if needed. Care staff receive new information about the person in a timely way to ensure they can provide the appropriate care and support.

People feel they are well supported and safe. People and care workers feel confident raising concerns with the manager. There are policies and procedures in place which reflect current legislation and guidance and care staff are familiar with them. Care staff receive good levels of training and the majority are competent in managing concerns. Robust quality assurance systems are in place to maintain oversight of matters relating to peoples' safety and wellbeing.

People live in suitable accommodation that supports their wellbeing. People and their families told us how they can decorate and personalise their room if they choose. There is ongoing refurbishment of the home to update some areas. The home appeared clean and inviting. Appropriate and safe equipment is available for people to use as needed, such as hoists and there are good health and safety measures in place.

## Care and Support

Personal plans are detailed, individualised and provide clear, up-to-date information for care staff to understand a person's needs. Staff conduct regular reviews of care for each individual and people and their families told us that they are involved. The majority of relatives with whom we spoke to told us how the service is very good at communicating with them on matters such as health. People have good access to health services and any changes to their health are reviewed. We saw several records that showed people had seen their doctor in a timely manner and on a regular basis when unwell. There are good systems in place to record and analyse health related matters and these documents support managers in identifying trends. Staff share important information about changes in a person's condition with one another in staff meetings and during shift handovers. We saw records to show that relatives are regularly kept up to date regarding their loved ones.

People told us that care staff know them well and understand how to support them. We saw ongoing activities on the day of inspection and people told us they have a range of activities available to them if they choose to participate. One person told us how they enjoy attending 'Book Club' where they can sit and chat with other people living in the home. We saw people painting in the garden, while others were enjoying a memory box game. There was relaxing music playing in different parts of the home, which people appeared to be enjoying. People describe the dedicated activities team as "*brilliant*". Staff have a good understanding of people's interests and support them with their choices and preferences.

Management and staff promote hygiene and good infection control practices within the home. They maintain people's well-being by minimising the risk of Covid-19 transmission. We saw a designated visiting room for people to start seeing their loved ones again. People told us how it had been difficult during the Covid-19 pandemic but how care staff had been like family to them. Staff carry out the recommended Covid-19 tests for all visitors and ensure there is personal protective equipment (PPE) available. Staff encourage and support people's families and friends to stay in touch. The service has provided iPads throughout the pandemic to facilitate conversations via FaceTime; we saw people using these during the inspection.

People are safe and protected from harm. The home's entrance and exits are secure. We saw a 'non-touch' system for staff and visitors to sign in and out of the home.

Most staff know how to deal with any complaints the home receives and follow the home's policies and procedures. People feel confident reporting any concerns they may have to the care staff and management team. The service operates a thorough recruitment process, which meets regulatory requirements. There are safeguarding procedures and policies in place which reflect current legislation and guidance. Personal plans include detailed risk assessments in relation to people's health and safety. All staff are up to date with their safeguarding training.

## Environment

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The environment appears clean, homely and inviting. All the feedback received suggests that people are happy in their home and are able to personalise and decorate their rooms as they choose. We saw there was ongoing refurbishment taking place to update some areas of the home. Health and safety equipment, such as fire extinguishers have been inspected recently and the provider arranges regular health and safety audits. One relative told us that the home is “*always very clean, fresh smelling and welcoming*”.

There are good standards of hygiene and infection control. Staff and visitors have their temperature checked prior to entering the home. This is completed on the non-touch system. PPE and hand-sanitising stations are available throughout the home and we saw that staff wore appropriate PPE at the time of inspection. Care staff told us they feel supported and have had good training and access to PPE throughout the Covid-19 pandemic. A robust Covid-19 policy is in place. This has been updated several times to provide sufficient information to care workers enabling them to understand their duties. We saw care staff adhere to appropriate policies during the inspection and are competent in using PPE.

## **Leadership and Management**

The responsible individual (RI) conducts regular visits to the service. Since the Covid-19 pandemic these have been conducted virtually. People, care staff and family members can

feedback to the RI and share their views and we saw evidence of this within quality assurance records. The RI and managers complete regular quality reports to gain oversight of matters such as staffing levels, complaints, safeguarding, accidents and training. Areas of development are highlighted and appropriate action is implemented. The Quality of Care review highlights areas that require development and how to improve the service as a whole. The Statement of Purpose (SoP) is up-to-date and reflective of the service provided.

Policies and procedures are updated to reflect any changes in line with guidance and legislation. We saw detailed policies regarding safeguarding, whistleblowing and infection control. Care staff receive regular updates regarding policies and procedures. One relative told us they receive a weekly newsletter which keeps them up-to-date on changes within the service and the policies and procedures.

We saw meaningful relationships between people and care staff. Care staff spoke to people with warmth, dignity and respect. Consistent and appropriate levels of staffing are in place to meet the needs of people living in the home. People told us that the staff “*are excellent here*” and that they “*are the first to be with me if I’m ill in bed*”. People told us that they feel staff are well trained and know how to support them. People living in the home feel that care staff know them well, many of whom have worked at the service for a long time. One person told us “*I get wonderful attention, the people who look after me are most kind*”. Care workers and nurses told us they work well together as a team. One care worker told us that the teamwork is “*fantastic*”.

Staff files are detailed with appropriate recruitment checks in place. Care workers receive regular supervision and appraisal where they can share their concerns and/or developmental needs. Care workers told us that regular meetings enable them to share issues and discuss openly any needs of the service with managers. One care worker told us that “*things are managed effectively and professionally*”. Staff receive mandatory and relevant training to their role. The majority of staff told us how they had recently had specific sepsis training. One care worker told us they feel appreciated by the service, especially during the difficult times since the Covid-19 pandemic.

**Areas for improvement and action at, or since, the previous inspection. Achieved**

None	
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**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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**Date Published** 05/07/2021