



Inspection Report on

Ynystawe Lodge

**Ynystawe Lodge
Park Road
Swansea
SA6 5AP**

Date Inspection Completed

20 April 2021 & 14 May 2021

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About Ynystawe Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the service's first inspection since registering with CIW in January 2020
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Ynystawe Lodge is a new service that registered with CIW in January 2020. It is a care home that provides support to people who may have a learning disability or mental health needs. The home is purpose built and has good access to community facilities.

Overall, we found that people have made some significant achievements since moving into the home. People feel safe and comfortable with the care workers who support them. The service has an enthusiastic team of staff who are committed to supporting people to maximise their potential and have the best possible experiences. This ethos is driven by managers who lead by example. Care workers promote people's rights and treat them with dignity and respect.

The service provides enough staff to meet people's individual needs and support them to have fulfilment in their everyday lives. Care workers receive a good level of training that gives them the knowledge and skills to provide the best possible care. Information about the service is available and accessible to people. There are clear quality assurance systems in place to promote the safe running of the home and maintain a good standard of care.

Well-being

People are supported to have as much control over their day-to-day lives as possible. The service uses different communication techniques to help people understand information and assist them to make choices. We saw care workers supporting people to be active and to do things they enjoy. The service consults with people, or their representatives, about how they want to be supported. We saw that people's preferred routines are set out within their personal plans. Care records include details about people's backgrounds, which care workers are very familiar with. The responsible individual (RI) and members of the management team ask people about their experiences during quality audits, to make sure the service is meeting their needs and expectations.

The service promotes people's physical, mental and emotional well-being. People told us they are happy at the home; they get on well with care workers and have meaningful interactions with them. Care workers know how best to support people and do so in a relaxed, confident way that puts people at ease. The service uses a range of information to develop personal plans that outline people's individual care and support needs and the goals they'd like to achieve. Risk assessments are carried out to identify the safest way for care workers to support people. The service manages people's medicines appropriately and makes sure people receive support from medical and specialist services, as needed. There are suitable infection control measures in place to minimise infection risks.

People live in accommodation that suits their particular needs. The home is spacious enough to allow people to move around comfortably. People are able to access indoor and outdoor communal areas. Care workers support people to have regular outings, which help keep people occupied. People are able to develop their cooking skills and carry out various other activities in a separate cabin, referred to as an 'activities pod'. The service is considering extending the home's dining room to increase the communal space available to people. The home is clean, well maintained and appropriately furnished. Regular environmental inspections and safety checks are carried out.

The service helps keep people safe and protects them from harm. Appropriate pre-employment checks are carried out to make sure any new staff are suitable for care work. Records show that staff are required to complete safeguarding training during their induction programme. The service has an up-to-date safeguarding policy in place, which reflects Wales Safeguarding Procedures. These are explained to people living in the home in an easy-read format. People are cared for by appropriate numbers of staff who have received a good range of training. CCTV (closed-circuit television) is used externally for security purposes. Care workers may use CCTV internally to monitor people if this is in their best interests and promotes their safety and independence. The service follows Deprivation of Liberty Safeguards (DoLS) procedures, which ensures any restrictions people are subject to are lawful.

Care and Support

There are systems in place to make sure the service is suitable for meeting people's care and support needs. Management review plans provided by health and social care professionals and carry out pre-admission assessments before people move into the home. People's skills are identified during assessments, which include discussions with individuals, their families and any relevant professionals. The service uses the information gathered to complete a range of risk assessments and personal plans. The home has a positive behavioural support team who help develop and review plans for managing behaviours. The service has a 'Referrals and Moving In' policy that was last updated in January 2021 and includes arrangements for the current COVID-19 pandemic. A summary of the admission process is also provided in the service's statement of purpose. A written guide is available to people which explains how the home can support them. We noted some errors in the guide relating to legislation, which the service agreed to update.

People experience a good standard of care and support. We found people to be content at the home, where care workers support them to develop their skills and do things they enjoy. This includes gardening activities, cooking activities, playing computer games, helping to run a tuck shop, going out on drives and for walks around a nearby park. People told us care workers also give them emotional support and help them keep in touch with family. Relatives described the care and support their loved ones receive as "excellent". We were told that people need less physical intervention, socialise better with others and are more active and independent since moving into the home. People's risk assessments and personal plans are kept up-to-date so care workers know how best to support them. We saw evidence that people are supported to access medical and specialist services to promote their health and well-being. People meet with their key workers every month to discuss their personal plans and review their progress towards achieving their desired goals. One person said, "I have the best key worker!" Relatives praised care workers for their knowledge, patience and willingness to try new things.

The service manages people's medicines in a safe way. Records confirm that staff receive training and complete a competency assessment before administering medication, in line with the home's medication policy. Managers have improved records relating to staff's competency in response to feedback provided during safeguarding procedures. The service has responded to medication errors appropriately and uses two care workers to check and administer medicines as an extra safety measure. An electronic medication system has also been introduced to allow management to monitor the administration of medicines at any given time. The system tracks stock levels as medicines are received, administered and disposed of. An alert system highlights when people's medicines are overdue and where there needs to be specific time intervals between doses. This helps make sure care workers administer the right medication to people at the right time. Medication records show that people are receiving their prescribed medication.

Environment

The home is spacious, accessible and well decorated. We found the layout and furnishings within people's rooms to be appropriate to their individual needs. People are able to access outdoor areas from the communal dining room. Some people have their own outdoor space that they can access from their rooms. We saw one person enjoying ball play with care workers in their private garden. A new trampoline has been bought for people to use in the communal garden, where there is a small park area. There is an 'activities pod' within the grounds that people can use for various activities. We found the space within this pod to be quite limited, particularly if people need support from more than one care worker. The service will continue to review the suitability of this facility and make sure arrangements to reduce potential risks are clearly reflected within people's care records. People told us they would like extra communal space indoors, which staff members felt would be beneficial. The RI confirmed that plans to extend the dining room are being considered, with input from residents.

There are measures in place to reduce risks to people's health and safety. We found the home to be in a good state of repair. It was free from hazards, with harmful products stored securely. There is a sprinkler system in place and records confirm that regular fire safety checks are carried out. We saw that people have an up-to-date personal emergency evacuation plan that can be accessed easily. Records show that gas safety inspections, portable appliance testing and electrical installation inspections are carried out within recommended timeframes. The company has a designated maintenance team that managers can contact should any maintenance or repairs be needed. We were told that works are carried out based on their level of urgency. A member of the maintenance team can contact external companies for assistance out of hours should this be needed.

Medication is stored securely in cabinets within people's own rooms, or within designated storage rooms. The service has made sure thermometers are available within these areas, to make sure storage temperatures can be checked at any given time and are as accurate as possible. We found that the service does not have a facility for managing controlled drugs should these be needed. An extra cabin ('pod') that will offer staff more space and privacy when handling medication has been ordered and management agreed to make sure a controlled drugs facility is made available.

The service has a clear policy in place regarding its use of CCTV. External CCTV is used for security purposes and we saw clear signs on display regarding this. The service has consulted people about the use of CCTV, which has been explained using formats people can understand. Records confirm that best interest decisions have been made for people who are unable to consent to internal CCTV monitoring. DoLS procedures have also been followed to make sure any restrictions in place are lawful. Personal plans identify where CCTV may be used to promote people's safety and independence, although the service agreed to improve the level of detail provided so that guidelines are more easily

understood. We saw that care workers keep clear recordings when using CCTV to monitor people.

The service promotes a good standard of hygiene and infection control. Lateral flow tests are carried out for visitors attending the premises and their temperature is checked. The service has a good supply of personal protective equipment (PPE), which we observed staff wearing appropriately. All parts of the home we viewed were clean and hygienic.

Leadership and Management

People are cared for by appropriate numbers of staff. The service introduced a policy in April 2021 that outlines how it will maintain safe staffing levels. We found that these have been determined by carefully considering the level of support each person living at the home needs. Staffing rotas include a minimum staffing level assessment and show that appropriate staffing levels are being maintained. The manager told us an extra 12 hour shift is being considered, which will relieve pressure during staff breaks, medication rounds and following any incidents. In order to keep clear, accurate records, the service must record the full names of staff on rotas rather than their initials. We found that the manager and other team members often choose to work extra hours to those rostered, which should also be monitored. Records show that appropriate checks are carried out when new staff are recruited, including a Disclosure and Barring Service (DBS) check. Risk assessments are also carried out where a staff member's suitability for care work has been questioned during the recruitment process.

Staff receive appropriate training and support. Training records confirm that staff complete mandatory and specialist training relevant to their individual roles and the needs of the people living in the home. This includes safeguarding, infection control, COVID-19, mental health awareness, autism awareness, acquired brain injuries, positive behavioural support and clinical governance. Staff receive regular formal and informal supervision, which allows staff to reflect on their personal achievements and the experiences of the people they support. An internal audit has shown that some staff's annual appraisals are overdue, which we are satisfied the manager is addressing. Care workers consistently reported to feel valued and supported in their roles, with good opportunities to develop. Care workers are proud of the outcomes they have achieved for people and the values that management have reinforced. Comments include, *"Lovely place to work. All staff are supported fantastically"* and *"Manager is fantastic. Leads from the front in all aspects"*.

Information about the service can be accessed easily and is presented in formats that people are able to understand. Care workers use pictures, photos and scripts to help people understand information being given. The service has up-to-date policies and procedures. There is a system in place to make sure these are read and understood by staff. A 'policy of the week' is emailed to staff via their mobile devices and the manager can check whether staff have accessed this policy and confirmed their understanding of it. We found that the service is being provided in line with its statement of purpose.

Standards at the service are closely monitored by the management team and RI. Records show that senior managers carried out quality audits at the home in November 2020 and March 2021. We found that the manager has addressed, or is in the process of addressing, the areas identified for improvement. The RI reviews a sample of records, staffing levels, incidents, complaints and has discussions with residents and staff during his formal, three-monthly visits to the home. Records show that the RI made an extra visit when the manager was temporarily absent. A quality of care review was completed in

December 2020, which included an analysis of internal audits, incidents, staff turnover and feedback from staff. The report from this review refers to some of the outcomes people have achieved, but could be improved by reflecting residents' views about the home and clearly outlining any learning points and development plans.

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

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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