



Inspection Report on

Maes-y-felin Care Home LTD

**Maesyfelin Care Home
Drefach
Llanybydder
SA40 9YB**

Date Inspection Completed

01/09/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Maes-y-felin Care Home LTD

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Maes-y-felin Care Home
Registered places	19
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their representatives are very positive about the consistently good service they receive. They are supported by a friendly and caring staff team, who they have built up trusting relationships with. When discussing the service, a care worker told us *“It’s a nice home and I love making the residents laugh”*.

The environment is homely and welcoming, with well-maintained communal rooms and grounds for people to relax and interact with each other. A representative told us *“It doesn’t feel like a care home it’s more like home from home”*.

The Responsible Individual (RI) is also the manager of the service, they are well known and valued by people who live and work at the home. They have good oversight of the service and use information from their visits and internal audits to inform their six-monthly quality of care review.

Well-being

People receive consistent and effective person centered care. The RI/manager involves health and social care professionals to help people remain as healthy as possible. People are treated as individuals and are supported to do things that matter to them such as visiting family, accessing their local area and socialising. There is a strong sense of community at the service and people make a contribution by offering support to each other. Interactions with the staff team are relaxed, thoughtful, and caring. Representatives are very positive about the beneficial care and support offered; one said, *“They are fantastic, I trust them, and they are like a second family to us”*. People live in a service that offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the whole staff team.

The building is comfortable, homely and people personalise their own rooms as they choose. Communal areas are spacious, bright, and well maintained. People use the different spaces available to do things they enjoy, for example chatting with each other, watching TV, reading, and meeting their visitors. People help to maintain the grounds and the gardens are accessible for people to do things that matter to them.

People have a voice into the running of the service because they know the RI/Manager well and have regular discussions with them. People are involved in quality assurance programmes. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the service.

Care and Support

People are very happy with the care and support they receive. We saw many friendly and sensitive interactions between people who live and work at the home. An individual told us *“The staff are wonderful, affectionate and so caring”*. Passionate workers take time to get to know people, respect them as individuals and develop caring relationships. Care workers told us *“I like talking to the residents and helping them as much as I can”* and *“We make some lovely attachments with people”*. Representatives have confidence and trust in the care and support offered and one told us *“The Staff are brilliant, they really look after him well, they have adapted so well to his changes in need”*.

People, their representatives, care workers and professionals are involved in developing and maintaining electronic personal plans. Senior staff review plans every month to ensure information is beneficial, accurate and up-to-date. Documentation shows good evidence of health and social care professionals being involved. Risk assessments support people to maintain their independence, while helping them to remain as safe as possible. Daily notes are informative and record the care and support completed and occasionally an account of the day from the perspective of the person.

People are supported to be as socially active as possible and to remain in contact with their friends and family. Formal activities such as arts, crafts, exercise classes and visiting entertainers are arranged; people also enjoy reading newspapers, books, watching television and interacting with each other. There is a family feel at the service. An individual and their family take care of a section of the garden together and everybody enjoys interacting with all visitors.

There are adequate staffing levels are in place to effectively meet people’s needs and we observed many unrushed and patient interactions during the inspection.

Environment

The environment is very well maintained by a dedicated housekeeping and maintenance team. Communal areas are bright and fresh, people enjoy the views, a person who lives at the service told us *“The views out on the garden are lovely, especially on nice days like this”*. People are relaxed around the home, they enjoy spending time in the different areas available talking with each other, staff, and visitors. Individuals can personalise their rooms with their own photographs, pictures, and furniture. The inviting grounds are planted with colourful flowers, and people enjoy accessing them with their friends and family throughout the year.

The provider is responsive to maintenance issues and ensures the décor of the home is consistently well maintained and inviting for people. We were told that issues are acted upon quickly and repairs are completed promptly. The planned upgrade programme ensures the building and equipment is safe and supports people to achieve their outcomes.

Thorough Health and Safety audits of the property are regularly completed. Testing of fire safety equipment is up-to-date and the provider is compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Catering staff are aware of everyone's needs and preferences. People enjoy a variety of freshly prepared home cooked meals and look forward to mealtimes together. An individual told us *“The food is fantastic; I have no complaints at all”*.

Leadership and Management

The provider has good arrangements in place for monitoring, reviewing, and improving the quality of the service. The RI is also the manager of the home and has effective oversight of the service and they gain feedback from people and their care workers every three months. Audits are regularly completed, and we saw feedback from people and care staff in surveys. This information is used in the six-monthly Quality of Care Review.

The RI/Manager is based at the service and knows individuals well and we saw many friendly interactions between them and people. People and their representatives are positive about the leadership at the service; one told us *“I usually talk to the staff or [Deputy Manager] if I have a problem but I can go to [RI/Manager] and she always answers me straight away”*. Care workers describe the RI/Manager as very supportive and told us they value the open-door policy she has. Care workers told us, *“She (RI/Manager) listens, and we get what we need to look after people”* and *“[RI/Manager] is good to work for, any problems I can talk to her”*.

Care workers receive regular supervision and told us they can discuss anything at any time with the RI/Manager. A care worker told us *“If I have a problem I can go straight to [RI/Manager or Deputy] there and then rather than wait for supervision. It’s much better that way”*. Discussions with staff, demonstrate a sufficient understanding around safeguarding and they are confident to report matters to senior staff. Procedures are in place to support good practice and staff have an understanding of key policies.

Pre-employment checks take place before new employees start work. These include references, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive and effective induction, to ensure they are familiar with the people who live at the service. Mandatory and person specific training help all staff meet people’s needs. Care workers told us *“The training is helpful”* and *“It gives me a refresher and a recap on what I should be doing”*. Senior workers support staff to complete the ‘All Wales Induction Framework for Health and Social Care’ and to register with Social Care Wales.

Adequate numbers of staff are available to effectively meet people’s needs. Many care workers have been at the service for years and can communicate with people in Welsh or English. They have built up good relationships with people and understand each person’s needs and preferences. An individual told us *“I’ve just moved into the home, and they have been fantastic”*.

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
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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
-----	--	-----

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 03/10/2023