



## Inspection Report on

**Taliesin Residential Home**

**Taliesin Residential Home  
Bridge Street  
Tonypandy  
CF40 2TU**

## **Date Inspection Completed**

10 September 2021

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## About Taliesin Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Taliesin Residential Home Limited
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	15 April 2019
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

The service provides good quality, person-centred care. People appear happy, settled and well cared for. The home environment is pleasant and comfortable. Personal plans ensure care workers know the level of support each person requires. Activities available support people to positively occupy their day. The management and monitoring of medication ensures good practice is maintained. The service has good infection control measures in place and access to a sufficient supply of personal protective equipment (PPE).

A number of up to date policies supports the smooth running of the home. People receive care from a consistent team of staff who feel supported in their roles. Recruitment checks are robust however, staff training and oversight from the responsible individual (RI) would benefit from improvement.

## Well-being

People living at Taliesin care home appear happy and well cared for. The environment looks clean, pleasant and homely. Person centred plans provide a sense of what is important to people and details the support they require. Good medication management ensures people remain as healthy as they can be. Care workers attend to needs in a timely fashion and during the inspection we saw a number of genuine and friendly interactions. People have regular contact and visits from friends and family, which supports their emotional wellbeing. Menus look nutritious and meals look of a good standard with adequate portions. The service offers opportunities to take part in regular activities which people told us they enjoy. The service has a resident cat, which many people are fond of.

There are systems in place to safeguard people and reduce risks. Access to the service is restricted to authorised individuals. Experienced care workers have a good understanding of individual needs and risks. Up to date policies support the service to maintain good practice and assist in keeping people safe. Incidents or safeguarding concerns are reported and recorded accurately. Environmental checks ensure the property and equipment is safe for use. The service has a sufficient supply of PPE and people told us care workers consistently wear masks and gloves. Visitors to the service do so in line with Public Health Wales guidance. One person stated in a residents meeting they felt “safe” as the result of the lockdown arrangements made by the home during the pandemic. Care workers we spoke with were clear on their responsibilities around protecting people from infection.

People have influence over the care they receive and have support to make choices. Care workers recognise and accommodate personal interests and activities are adapted to suit individual preferences. People have the opportunity to participate in regular residents meetings where they are encouraged to express their views and opinions. Meals are tailored to individual dietary likes. Bedrooms are personalised with items of individual importance such as ornaments and photographs. People are able to choose what time they wake up, return to bed and where and how they spend their day.

## Care and Support

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People receive support to remain as healthy as possible. The service makes referrals to health and social care professionals in a timely manner and people attend routine health appointments. Recommendations made by professionals are recorded and treatment plans followed. Risk assessments assist care workers in identifying, understanding and reducing any potential risks to people or staff. Medication and food allergy lists are in place. Tools such as daily monitoring charts and bi-monthly reviews record changes in individual needs and support plans to remain up to date. People receive care from a small and stable team of care workers who are familiar with their care and communication needs.

People living at the service receive their medication as prescribed. The service completes checks, which ensures medication is stored at correct temperatures, and therefore remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement. A sample of medication records we saw contained no gaps or errors; medication is stored safely in a locked facility and controlled drugs and stock checks managed effectively.

Detailed personal plans support staff to meet needs. Pre-admission assessments ensure the service is able to meet people's needs prior to moving in. Personal plans contain key information on people's physical and emotional needs. Details of social history, interests, preferred activities and food preferences help in understanding how people like to be supported. Communication plans are in place for those who require these and there is involvement from the specialist dementia team when needed. The completion of reviews identify any change in needs and risk assessments ensure strategies are in place for those at increased risk. Weight and dietary intakes are completed as and when needed.

Relatives and people within the service are happy with the care provided. Feedback from relatives we spoke with was very complimentary comments included *"this place is amazing, staff do all they can... I turn up and feel like part of the family"* and *"they listen to any concerns"*. From viewing a selection of staffing rotas and observations undertaken on the day of inspection, we can be confident sufficient staffing levels are in place. Care workers feel they have sufficient time to complete their duties and people we spoke with told us care workers are *"nice"* and *"we like it here"*. On the day of inspection, we saw a number of people in the communal lounge sitting in friendship groups reading, chatting and listening to the radio.

## Environment

People benefit from a clean and well-maintained home environment. The furnishings and decor within the service are in good condition and make the rooms feel welcoming and homely. The manager informed us of a number of environmental improvements including new armchairs, staff call systems and upgraded bathrooms. We visited the kitchen area, which we found to be in good order, looking clean and well appointed. Discussions with kitchen staff confirmed they have sufficient equipment to complete their job and access to ample food stores.

The service maintains appropriate safety checks. On arrival, we found the entrance to be secure, COVID tests and temperature checks ensured we were healthy to access the home. We found access to high-risk areas such as the laundry room and kitchen were secured. Maintenance records confirm the routine completion of utilities testing. We found the auditing and servicing of manual handling equipment, and fire safety tests and drills completed. Personal evacuation plans are in place so care workers understand the level of support people require in the event of an emergency. Substances hazardous to health are stored safely and there are no obvious trip hazards.

## **Leadership and Management**

There are arrangements in place to support the smooth running of the service. A range of fit for purpose policies are updated routinely. Deprivation of Liberty assessments and best

interest decisions ensure any restrictions placed on people are both lawful and proportionate. Rotas show staffing levels continue to be sufficient, which ensures people remain safe and well cared for. Care workers understand their responsibilities to safeguard vulnerable adults and know how to report any concerns. The service conducts all the necessary pre-employment checks when recruiting staff members to ensure they are suitably skilled and of good character.

Care workers feel supported in their roles however; oversight over areas of core training requires improvement. Regular supervision ensures care workers receive updates on policies and procedures, can discuss any development needs and raise any issues or concerns. Care workers we spoke with feel valued and report the manager is approachable and takes action in a timely manner. We saw evidence of this in the team meeting where staff receive thanks for their commitment throughout the pandemic. Care workers told us they attend sufficient training and feel skilled in their role. The training matrix we looked at shows training for several core areas were overdue. We found the management team had limited oversight over some key areas of refresher training and did not have an accurate system in place to indicate when training was required. While no immediate action is required, this is an area that requires improvement and we expect the provider to take action.

The systems in place to monitor the quality of care requires improvement. The RI was unable to evidence appropriate oversight over the quality of care and the effectiveness of systems used by the service. We saw evidence three monthly visits and six monthly quality of care reviews are not completed in line with regulations. We noted the RI was not personally undertaking three monthly visits, which is a regulatory requirement and the six monthly quality of care reviews were not completed as often as needed. While no immediate action is required, these are areas that require improvement and we expect the provider to take action.

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

Regulation 36.2.c The service provider must ensure that any person working at the service receives appropriate supervision and appraisal.	
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Regulation 35.2.d A person is not fit to work at the service unless the person has provided satisfactory information or documentation.	
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Regulation 58.1 The service provider must have arrangements in place to ensure that medicines are stored and administered safely.	
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**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

Regulation 36.2.d The service provider must ensure that any person working at the service receives core training appropriate to the work performed by them.	
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Where providers fail to improve we will escalate the matter by issuing a priority action notice. Where providers fail to take priority action we may escalate the matter to an Improvement and Enforcement Panel.

**Areas where priority action is required**

None	
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**Areas where improvement is required**

Regulation 73(1)a : In the case of care home services, secure accommodation services and residential family centre services(24), the responsible individual must - (a) visit each place in respect of which the responsible individual is designated	
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Regulation 80(2) : the Responsible Individual must make provision for the quality of care and support to be reviewed as often as required but at least every six months.	
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.



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