



Inspection Report on

Ty Afon

Blackwood

Date Inspection Completed

04/07/2023

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About Ty Afon

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Riverwood Housing Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	14 October 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are well supported at the home to live as independently as possible. People have choice and control over their lives and are supported by an experienced and consistent team. Care staff and the manager know people well, peoples care needs and preferences are clearly documented in their personal plans. Care staff evidence supporting people effectively in their daily notes.

The property is well maintained inside and out and suitable to meet peoples needs. The décor is homely, and all furniture is in good condition. Suitable checks are carried out regularly to ensure the home is safe.

The manager oversees the day-to-day running of the home and includes people in decisions as much as possible. Care staff are safely recruited and well supported to carry out their duties. Care staff enjoy working at the home. The responsible individual (RI) visits the home regularly and has effective oversight of the management of the home.

Well-being

People have control over their day-to-day lives as much as possible. People's relatives told us how they are supported to be independent as they can be, to make their own choices and spend their time doing the things they want to do. Visiting professionals' feedback was very positive. People enjoy a range of activities and relationships with family members are supported by the home.

The home is well equipped to support people to achieve their wellbeing. Bedrooms are personalised and people choose what colours they would like their rooms to be.

People are protected from the risk of harm and abuse. Care workers spoke about the people living in the home and have a good understanding of the person, their needs and how these should be met. Care workers interact and support people in a caring and respectful manner. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person's care and support needs and how these can be best met.

Care and Support

People receive personalised care and support as and when required. We observed care workers to be attentive, kind, and supportive to people. People are communicated to in the best way for them individually and staff receive specialist training in this regard. People are relaxed and comfortable around care staff.

The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. Care files are well organised. The level of detail in the plans is good, there is a positive focus on what people can do for themselves, as well as how to support them. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required.

Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. Care notes are detailed and comprehensive, which provides evidence people are being supported as described in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). All appointment records and outcomes for review are kept within the daily notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle.

Systems are in place for the safe management of medication within the service. Care staff support people with their medication, which helps to maintain their health. Medication is stored safely, and records are completed accurately. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is maintained to a good standard, well organised, and kept clean and tidy. The environment is light and has homely decor throughout. The garden area is well kept, with a level patio and large lawned area. New garden furniture has been purchased since our last inspection and old items removed.

People's bedrooms are personalised to their own taste. The home is well equipped, it has a separate lounge and dining room, the furniture is in good condition. The fitted kitchen was in fair condition but showed some signs of wear and tear. The manager told us a new kitchen was due to be fitted in the coming weeks after our inspection. The utility room has laundry facilities. Cleaning products are stored correctly and the cupboard where these are stored is kept locked when not in use. The communal bathroom and toilet are well maintained and suitable to meet the needs of people living at the home.

People benefit from a safe environment; the front door is kept locked, and our ID was checked on entry. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency.

Leadership and Management

The manager oversees the day-to-day running of the home. The management team all know the people living at the home very well and are supportive of care staff. There are thorough governance arrangements in place. The RI visits the home frequently and completes quality reports that clearly evidence where the service is doing well and which areas, they are working on to improve. People living at the home, their representatives, and care staff are involved in decisions affecting the running of the home.

The statement of purpose for the service accurately describes how the service is delivered. The provider keeps the statement of purpose under review and submits any changes to the regulator in a timely manner.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people as planned and are not rushed when providing support. People are supported by staff who are knowledgeable, competent and fit to care for people living in the service. Staff told us they enjoy their jobs, feel valued and well supported by the management team.

Care staff are safely recruited, files are well organised and include all of the required information, including Disclosure and Barring Service (DBS) checks, written references, and evidence of their registration with Social Care Wales, the workforce regulator. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm.

Care workers receive regular supervision with their line manager. One to one, formal, supervisions provide the opportunity for staff to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
56	<p>The provider has a protocol for people visiting the service but this was not followed on the inspection visit. The inspector was not asked for evidence of a lateral flow test result or asked to have their temperature taken prior to entering the home. The inspector was told that no staff or residents had tested positive for COVID 19 or had any symptoms in the preceding 14 days, which was not in fact the case. A staff member had experienced symptoms two days earlier and received a positive PCR test result later on the day of inspection. Disposable hand towels were not available in the downstairs staff toilet, these were replaced during our inspection visit.</p>	Achieved

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