



## Inspection Report on

**Cefn Manor**

**Cefn Manor  
Llanelli  
SA15 4RT**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

## **Date Inspection Completed**

31/10/2022

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## About Cefn Manor

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Era Living Solutions Limited
Registered places	12
Language of the service	Both
Previous Care Inspectorate Wales inspection	22 June 2021
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

### Summary

People say they are happy at Cefyn Manor. Each person is encouraged to make daily choices and to do things that are important to them. The staff team want to make a positive difference to people's lives. Care workers feel well supported by their manager and receive training relevant to their roles.

The manager continually strives to develop people's care and support wherever possible. All employees demonstrate a good knowledge of the people they support. Good communication channels are evident, with regular monitoring of the support people receive. The environment is well-maintained, including the extensive grounds and gardens. There is a positive atmosphere throughout the home that helps people and visitors feel at ease.

### Well-being

Overall, people at Cefyn Manor have as much control over their day-to-day lives as possible. The staff team endeavour to ensure each person knows what opportunities are available to them. For example, people are invited to be involved in discussions about their support and keyworkers regularly meet with people to ensure they receive the information they need to update their care records where necessary. The home's service user guide is readily available to people and their relatives to refer to and provides details of what they may expect from the home. People are also made aware of the complaints process should they need to use it and have access to information about advocacy services if they want independent support in issues which affect them.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records state any risks to people's well-being, and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or Responsible Individual (RI) but would contact external agencies such as the local safeguarding office if they thought they needed to.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Each person is as active as they wish to be. Care workers have a good rapport and relationship with people and interact in positive ways, with good-humoured conversations. People personalise their surroundings in line with their interests and hobbies.

There are up to date plans which describe how the staff team enable people to live their lives as they wish. Senior staff carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs. Care workers regularly give people the time they need to talk about any anxieties. Individual profiles show what is important to people, and personal plans clearly describe each person's support: this includes daily routines and preferred lifestyle choices. Keyworkers and senior staff regularly review care records to remain up to date.

People do things that matter to them and make them happy. Care workers encourage people to make choices and decisions about how they spend their time and they regularly meet with their keyworker to make plans. A relative told us, *"We really feel part of what is going on these days. They always let us know what is happening with X."* People go to cafes and pubs, go shopping and visit local places of interest. Care workers are very motivated and focused on what is important to each person. The manager arranges communal meals twice each week as social events for people in the home. Otherwise, each person cooks for themselves with appropriate levels of staff support.

The provider is working towards the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it - some people in the home are Welsh speakers and some staff members speak Welsh. The manager is planning to look into having the home's statement of purpose and service user guide produced bilingually.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary.

## Environment

Overall, people receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. Peoples' rooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. One person smiled and said, "*Come and see my room. It's really nice.*" There is a large kitchen-diner, as well as space outside where people can spend time.

Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and there are clear instructions displayed in the home on what to do in the event of a fire.

People are safe from unauthorised visitors entering the home, as all visitors go through a locked gate to access the driveway and grounds. But there is currently no way of alerting people in the house to visitors wanting to enter. The manager is arranging to have a doorbell installed.

Peoples' personal care records are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information is stored securely in the manager's office.

## **Leadership and Management**

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. The manager makes herself available to anyone and all

people and staff members say she provides good support for them and is open to new ideas. The RI keeps regular contact with the home and provides good support to the manager. People know how to make a complaint if they need to and are confident the manager would listen to them if they did.

The provider generally ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' All care workers are up to date with their essential training and training relevant to the people they support, including positive behaviour support.

As far as possible, people are safe and protected from abuse. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. People say they feel safe. Senior staff protect each person's privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process. Senior staff monitor care workers to ensure they are meeting people's needs. All care workers may access policies and procedures to understand their responsibility to protect vulnerable people. Care workers attend training that is specific to the needs of the people they support, such as Autism and Bipolar Disorder awareness and conflict management. One care worker said, *"Yes, we get a lot of training and it's all useful."*

Regular staff meetings keep all care workers up to date. All employees can discuss any issues they wish to raise in regular supervision meetings. Some care workers' supervisions are late, but we could see the manager has plans in place to rectify this issue.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
44	Address all environmental concerns	Achieved
36	Staff training is not up-to-date.	Achieved
36	Staff supervision not up-to-date.	Achieved



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