



Inspection Report on

Foel Farm Care Home

Newcastle Emlyn

Date Inspection Completed

27/10/2023

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 Foel Farm Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Foel Farm Care Home
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	25th August, 2022
Does this service promote Welsh language and culture?	The service provides 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

Foel farm is a person-centred service providing good quality care which supports people to live happy, healthy, and increasingly independent lives where possible. The service is led through consistent leadership, where people make Foel Farm their home. People's voices are creatively heard within the service. People are supported by safe and professional care staff, with whom they have developed effective relationships.

The environment is secure and provides impactful opportunities for people to be in the natural landscape and be involved in meaningful opportunities to care for animals. The service uses the opportunities the environment affords to support peoples' positive wellbeing.

Well-being

People speak and communicate positively about the service and the care and support they receive. People meet their personal goals and where possible, increase their independent living skills because they receive personalised support from a service which values their individuality. People have a voice throughout the service and are involved in their support arrangements where possible. People contribute to house meetings to make decisions about the service. A person who uses the service told us, *“We talk about stuff together at house meetings. All sorts of stuff. People get supported.”*

People can make decisions over their daily lives as much as possible and can do the things that matter to them. People are encouraged to improve their wellbeing and become more independent through planning, choosing, and engaging in activities, daily tasks and accessing opportunities to care for animals at Foel farm. We observed people being supported to make choices regarding the activities they would like to do that day. We observed people actively involved in caring for animals and in taking responsibility for their own animals where possible. A family representative told us their relative enjoyed spending time with the goats. A person who uses the service told us, *“The staff are there when I need them but I have my independence too.”*

People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. People live with dignity and respect and receive appropriate, kind, and caring support from care staff they know well. People benefit from a sense of family within the service, which values the uniqueness of people. People can communicate in Welsh, to Welsh speaking care staff. A family representative told us the service has *“A warm, homely, family feeling. We could not have been more fortunate.”*

People are as safe and healthy as possible, attending appointments and accessing healthcare support. People are protected as care staff know their needs, know what to look out for and how to raise concerns if they suspect someone’s well-being is compromised. A family representative told us, *“We can go to Foel at any time day or night. I have trust. I know they are doing the right thing. I know [people] are safe and cared for.”*

People live in a home which supports them to achieve their wellbeing. People have bedrooms which are personalised and are adapted to meet the unique needs of people where necessary. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for socialising, relaxing and to do the activities they enjoy. The manager at the service told us of planned refurbishment and maintenance, including redecorating bedrooms and communal areas to enhance the environment.

Care and Support

People are happy with the care and support they receive at the service. The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. Plans are written with people supported by the service where possible, with the service creatively capturing joyful moments in people's lives to inform their personal plans. Plans are reviewed in a timely manner and when changes in individual need are identified. A family representative told us, *"At Foel their starting point is what they can do differently"*. A member of care staff told us, *"We talk about triggers for people, to see what more we can do to support people."*

A small team of motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. We saw care staff understand and anticipate people's changing care and support needs. A family representative told us, *"The staff always have their best interests at heart. They are given the best care that I have ever seen in a care home."*

People have freedom to choose what to do with their days and are supported to access individual or group activities of their choosing. People are supported in exercising choice, engaging in meaningful activities and working on daily tasks. A member of care staff told us, *"I like making the day a good day for people, finding fun things to do and that sense of community."*

People's physical health and wellbeing is promoted. Records show people receive support to access social and health care professionals when needed. People are encouraged to be as healthy as possible. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly.

People are safeguarded. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Infection prevention and control procedures are good. Care staff have access to personal protective equipment (PPE) as and when required.

Medication management arrangements are robust. Medication is securely stored and is only accessible to staff who have the training and knowledge to administer medication. Medication administration records (MARs) are available at the service and staff routinely sign when medication is given.

Environment

The environment supports people to achieve their personal outcomes. The home is comprised of a series of traditional farm buildings and farmland, with access to animal husbandry opportunities for residents. Foel Farm is welcoming, comfortable, clean and overall well-maintained. The service has a spacious dining area and extensive outdoor space providing time for solitude and social opportunities. Visiting is unrestricted and people can meet with their family members whenever they want, in their own rooms or in one of the quieter communal lounges. A family representative told us, *"I think the place is wonderfully comfortable, like an old worn pair of boots."*

The well-maintained kitchen gives opportunities for people to socialise and be supported in preparing meals. Bedrooms are decorated to people's personal preferences and interests. Adaptations are made to people's rooms to support their health and wellbeing. The communal bathrooms are also well-equipped and clean. The service has a self-contained flat which gives additional opportunities for independent living whilst remaining supported by care staff at the service.

The Responsible Individual (RI) told us about plans to improve the home, with the redecoration of communal areas and bedrooms taking place imminently. We reviewed the maintenance and upkeep schedule which confirmed arrangements are in place for the upkeep of the environment. We noted emergency repairs were being undertaken on the day of the inspection.

We reviewed the health and safety file and found sufficient oversight maintaining a safe and secure environment for people at the service. The service utilises external agencies to conduct health and safety assessments of the service and is currently addressing identified areas. We saw appropriate oversight regarding gas and electricity safety checks are in place and portable application testing (PAT) has taken place. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency.

The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home. Staff told us of sufficient PPE stocks. The service has a current Food Standards Agency (FSA) rating of 5 which means hygiene standards have been rated as very good.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the service. There is a written guide which gives people who live at the service, their relatives and others, accurate information about the service.

The service has sufficient quality assurance arrangements in place. This oversight ensures a good-quality service, which achieves good outcomes for individuals and supports their wellbeing. The RI, who is also the manager, spends time at the service talking to people. The most recent quality of care review uses the views of people to identify areas for development and improvement. The service is underpinned by core values, operates smoothly, and the service is committed to supporting people to live meaningful and happy lives at Foel farm.

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to providing consistent leadership, ensuring effective day-to-day management and oversight of the service takes place, with people at the centre of this focus. The manager is supported closely by the deputy manager. The service is in regular communication with the RI. Regular house meetings support the provision of good-quality care. Care staff told us that the management team are approachable and always there to help or advise when required.

The service has a robust and safe system for recruiting staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. Throughout our visit, we saw there was sufficient care staff on duty to support people, with the service valuing consistency in staffing.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. The service recognises the unique position of care staff to support wellbeing and has extensive shadowing opportunities to ensure people and new staff feel comfortable and ready. A member of care staff told us, "*We have 4 weeks of shadowing and if we need more to feel ready, we can have more.*" Care staff have access to a variety of training opportunities, and they have completed a good level of training. The service has refresher training booked for care staff and is seeking further training opportunities to enhance the support given to people.

Care staff are provided with regular one-to-one support, through timely supervision and annual appraisals. This is in addition to the daily support care staff are provided by management when required. A member of care staff told us, "*It's a real family-based place.*"

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 24/11/2023