



Inspection Report on

Cysgod Y Coed Ltd

**Cysgod Y Coed Residential Home
Llanilar
Aberystwyth
SY23 4NR**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

17/08/2023

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About Cysgod Y Coed Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cysgod Y Coed Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	19 April 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

People are very happy with the service they receive. They are supported by a friendly and person-centred staff team, who they have built up positive relationships with. When discussing the people who live at the service a care worker told us *“It doesn't feel like work, it feels like we are coming into somebodies' home”*.

The environment is homely and comfortable, with well-maintained communal rooms for people to relax and interact with each other.

The Responsible Individual (RI) is also the manager of the service, they are well known by people who live and work at the home. Information from the RI's reports and internal audits are used to inform their six-monthly quality of care reviews.

Well-being

People receive individualized care and support. The manager works collaboratively with health and social care professionals to help people remain as healthy as possible. People are respected and are supported to do things that matter to them such as socialising with each other, meeting friends and family and visiting their local community. Interactions with each other and the staff team are friendly and relaxed, an individual told us *“This place is excellent”*. 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 a thorough 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 manager.

The building is homely and people personalise their own rooms as they choose. Communal areas are comfortable and the different spaces are well used by people to do things they enjoy, for example socialising with each other, watching TV, and reading. The grounds are accessible and people can 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 open conversations 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 positive about the care and support they receive. We saw many friendly interactions between people who live and work at the home. Care workers know people well and treat them as individuals, in line with their needs and preferences. An individual told us about the significant improvements made to his overall health since moving to the service and said' *"This place has helped me get back on my feet, I'm so much better since moving here"*. Care workers respect people as individuals, take time to get to know them and encourage independence. A worker told us *"I love this job and going home, knowing that I've helped people makes me feel proud"*. Representatives are also very positive about the care and support and one told us *"It's like home from home here and they are all very good with her, the girls (care workers) are excellent"*.

People, their representatives and care workers are involved in developing and maintaining personal plans. The manager reviews plans with people every month to ensure information is accurate and up-to-date. Documentation shows good evidence of health and social care professionals being positively involved to improve people's lives. Daily notes record the care and support completed, activities taken part in and give an account of the day from the perspective of the person.

People enjoy reading newspapers, books, watching television and interacting with each other and the staff team. Planned activities such as flower arranging, crafts and external entertainers also take place at the service. People told us they value the opportunities to spend time with their friends and family as well as visiting their local community.

Adequate staffing levels are in place to meet people's needs and we observed unrushed and positive interactions during the inspection. Many of the staff are local to the area and have discussions with people about local matters, we also observed many conversations taking place in Welsh and English throughout the day.

Environment

The environment is homely, comfortable and well maintained. The majority of people, their representatives and staff we spoke to described the service as 'home from home'. People enjoy spending time together in the different communal areas chatting with each other, their visitors and the staff team. People can personalise their rooms with their own photographs, pictures and furniture. The grounds are accessible and well used by people to relax and enjoy the fresh air.

The provider has a planned upgrade programme to ensure the home is well maintained and inviting for people to live in. Several bedrooms have been decorated and look bright and fresh. We were told that any issues with the building are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are consistently completed. Testing of fire safety equipment is up-to-date. The building is compliant with fire regulations and improvements needed from the previous fire safety audit have been resolved. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five and people enjoy a variety of freshly prepared home cooked meals. People enjoy eating together in the dining room and they told us "*The food is lovely, very nice*" and "*The food is marvellous, it's great*".

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. They gain the opinions of people and their care workers about the service every three months; this information is recorded in a report. We saw feedback from people and care staff in surveys, this data is used in the six-monthly Quality of Care review. The RI/Manager works at the service on a day-to-day basis and knows people well. We saw many friendly and open interactions between them and people. An individual who lives at the service told us *"[RI/Manager] is great, always here and easy to talk to"*. People's representatives are also positive about the leadership at the service, one said *"[RI/Manager] is always available if I need her"*. Care workers told us the RI/Manager is accommodating and supportive and describe an open-door policy. Care workers told us, *"I can go and see [RI/Manager] for anything; she makes sure she's available and listens"* and *"If I have an issue I can go to the office, they are so helpful"*.

Care workers told us they receive regular supervision but told us they value the day to day availability and support of the RI/Manager. A care worker told us *"Supervision is good, they check on how I am and my well-being, I feel comfortable to raise anything"*. Discussions with staff, demonstrate a good understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people's needs. A care worker told us *"I like to stay up to date with training and I can do different courses to support people with different needs"*. The manager supports staff to complete the 'All Wales Induction Framework for Health and Social Care' and register with Social Care Wales.

Adequate numbers of staff are available to meet people's needs. Many care workers are local and have been at the service for years. They have built up good relationships with people and understand their needs and preferences. A representative told us *"Things are very settled here, they know her well and I can't fault them"*.

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
7	Statement of Purpose is not up to date and does not reflect the changes in management structure at the service.	Achieved

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