



Inspection Report on

Llys Afon

Cardiff

Date Inspection Completed

07/09/2023

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About Llys Afon

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	09 May 2019
Does this service promote Welsh language and culture?	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

Llys Afon provides care and support for up to two adults. People live in a comfortable homely environment that is warm, clean and suitable to meet their needs. People living at the home are cared for with kindness and respect. There is information available for staff to understand how to best meet people's care and support needs. Health referrals are made when necessary to promote peoples' health and well-being. Feedback from people and their family was positive.

Care workers are available in sufficient numbers, they are safely recruited, well trained and have suitable supervision. The manager is registered with Social Care Wales and is responsible for the day-to-day running of the service. There are quality assurance processes in place to monitor the quality of care and the responsible individual (RI) has good oversight of the service. Some organisational policies and procedures are overdue review.

Well-being

People have control over their day-to-day lives as much as possible. People and their relatives told us how they are supported to make their own choices where possible. Positive relationships with loved ones are encouraged and supported. We saw people were well-settled in their environment, receiving warm and caring support.

People receive the support they need to maintain their health and well-being. Records show that timely provider assessments, personal plans and reviews are completed. Referrals are made to a variety of healthcare professionals such as psychiatrists and other health care professionals, demonstrating people get the right care and support at the right time.

People are protected from abuse and harm. As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care workers receive safeguarding training. The manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority. The organisation's Safeguarding policy requires review to ensure its up to date and in line with the All Wales Safeguarding procedures.

People live in an environment which supports them to achieve their well-being. People have their own flat which is personalised, clean and furnished to a good standard. There are systems in place to address the maintenance of the property. Safety checks are completed as required. The environment is clutter free and hazards are reduced as far as possible.

We were told the home does not provide a service to people in Welsh. No one currently living at the home speaks Welsh, but efforts would be made to try and facilitate support through the medium of Welsh in the future if required.

Care and Support

People receive care and support as and when required. Care workers undertake training relevant to the people they support and say this provides them with a good understanding of their roles and responsibilities and the best ways to support people with different needs. Deprivation of Liberty Safeguard (DoLS) are in place where people lack mental capacity to make decisions about their care and accommodation to keep them safe.

People are communicated with in the best way for them individually. Care workers demonstrate good knowledge and understanding of people's needs. Close working relationships between people and care workers enables any change or deterioration in a person's health to be recognised. Care staff are available to provide emotional support to individuals whenever necessary. We observed attentive, kind, and encouraging interactions when a person displayed periods of upset. A relative commented '*each member of staff deals well with ***. They communicate well with ***. The people working there are doing it for the right reasons because they care*'.

Care records contain detail of people's care and support needs for all aspects of their physical, mental, and emotional wellbeing. Risk assessments and behaviour management plans highlight possible triggers, and thresholds at which care workers should intervene and how. All pertinent information is contained within care files, but attention to detail is needed to ensure all care documents are consistent and up to date following review or change in care needs.

People are supported to be as healthy as they can be. People are registered with a local general practitioner (GP). Referrals for advice and professional help regarding health services are sought as needed. Care workers facilitate people to attend their health appointments and implement the guidance or treatment that is given. All appointment records and outcomes are kept within care records.

Systems are in place for the management of medication. Care staff support people with their medication, which helps to maintain their health. Appropriate assessments are in place to support this such as PRN ('as needed') and covert administration. Medication administration records (MAR) are completed, and regular medication audits are completed. Medication storage temperatures are recorded but are not monitored throughout the day to ensure temperatures are within safe range. Measures to address this were implemented following our inspection.

Environment

People's environment supports their wellbeing and progress towards their outcomes. Each flat is maintained to a good standard, is well organised, and kept clean and tidy. Furniture and fittings are all in good condition. We observed the environment to be free of clutter, light and homely throughout. We saw people in their own flats with free access to their own amenities, choosing where to sit and how to spend their time. Each flat comprises of a bedroom, kitchen, living room/dining area and bathroom. There is an adjoining door between the two flats, enabling care workers to move freely between the two. Domestic and laundry tasks are completed by care workers, and people living at the service help where they are able.

The landlord is responsible for maintaining the exterior of the property. There is a suitable sized car park. Outside areas are communal, shared with other flats within the building meaning there is no private external area. We saw attention is needed as there are weeds and overgrown areas. There are some paved areas and no garden. Care workers support residents to access a nearby park as a more pleasurable place to spend time outside.

People can be confident they live in a safe environment. Arrangements are in place to minimise risk to people's health and safety. Regular Health and Safety audits of the property are completed. Servicing records confirm the routine testing of utilities such as heating and electrical systems by an appropriately qualified person is up to date. 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 statement of purpose for the service accurately describes how the service is delivered. The manager demonstrates insight and knowledge of the service and of the individuals that live and work in the home. Everyone understands the services' commitments, goals, ethos and vision. Regular meetings update staff on any changes and provide information. Policies and procedures are in place to fulfil the aims of the statement of purpose; however, some have not been reviewed to ensure they remain accurate.

Care workers are passionate about improving the lives of the people they support and are friendly and approachable. Staff are safely recruited, and all work with a current Disclosure and Barring Service (DBS) check. The service provider delivers both mandatory training and additional training specific to the needs of the people living in Llys Afon. Regular supervisions and appraisals provide care workers the opportunity to discuss any thoughts, issues or suggestions with the manager on a one-to-one basis. Care workers are positive about the home and the support they receive. One staff member commented '*The manager is extremely compassionate*'. A relative told us '*the management is efficient*'.

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 appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful, and unrushed. Care workers know their personal responsibilities in keeping people safe. They are aware of safeguarding procedures and are confident to use it if the need arises. They would approach the manager but would also contact external agencies if necessary.

There are robust quality assurance processes in place to monitor and analyse events in the home and identify both good practice and areas that may need improvement. The RI completes regular visits to the home where they assess the quality of care being provided and maintain oversight of the service. Previous recommendations are considered and actioned. Staff training, accidents and incidents are analysed for patterns and trends. The RI gains feedback from people and care staff. They completed the required reports from their monitoring visits and use the findings to inform the six-monthly Quality of Care review.

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
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