



## Inspection Report on

**Isfryn**

**1 Gorof Road  
Lower Cwmtwrch  
Swansea  
SA9 1EH**

## **Date Inspection Completed**

04/08/2022

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## About Isfryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	9 August 2021
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture

## Summary

People are supported by care staff who understand their needs. The pre-admission process assesses and considers people's care and support needs, compatibility and if the service is suitable. Personal plans, risk assessments and behavioural management guidelines contain detailed person-centred information regarding individuals' physical, emotional mental health and behavioural needs. People live in a positive environment where they are encouraged to make choices and decisions whilst being protected from harm. They appear happy, content and occupied. Staff treat people as individuals whose choices, likes and dislikes are considered. There is a strong emphasis on assessing risks and robust management plans to keep people safe. People can positively occupy their time and maintain contact with family and friends. Recruitment arrangements are safe, care workers feel supported in their role and have access to a programme of training and development. There are measures in place to protect people from harm and abuse. Governance and quality assurance arrangements are strong and enable the service to reflect and develop.

## Well-being

People's physical, mental and emotional well-being is promoted by a service that encourages choice and independence. Care workers understand, and can anticipate, the needs of the people they care for. Care documentation is detailed and reflective. Personal plans are reviewed regularly to ensure they are current and accurate, and any updates or changes are documented. Individuals have access to the service's positive behaviour support specialist as well as community health and social care services. A relative told us *"He has recovered amazingly with the practical side of living and indeed lives a surprisingly full and happy life at Isfryn"*.

People are able to do the things that matter to them. Activities on offer are individually planned and include leisure pursuits as well as domestic tasks. Care workers know the people they support well and are familiar with their likes, dislikes and the best way to support them to achieve their personal outcomes.

The service has systems to protect people from harm and abuse. A robust recruitment process is in place to ensure care workers are suitable to work with vulnerable people. Care workers are aware of their safeguarding responsibilities and know how to raise a concern. Governance arrangements give the management oversight of incidents, accidents and safeguarding matters. The service has a sufficient supply of personal protective equipment (PPE) and staff were seen to be wearing masks at all times.

People live in suitable accommodation, which supports and encourages their well-being. The home is clean, suitably furnished and decorated appropriately throughout. People's bedrooms are individualised, and communal areas provide space for people to socially interact. The home is maintained to a good standard. Routine health and safety checks as well as regular servicing of equipment and utilities ensures the environment is safe.

## Care and Support

People are happy with the standard of care and support they receive. Feedback from people living at the home suggests they are pleased with the service and have a good rapport with care workers. Throughout the time we spent at the service we saw positive interactions between individuals and care workers. It is clear care workers are familiar with the needs of the people they support. Personal plans highlight people's outcomes and are developed in conjunction with the person and the wider multi-disciplinary team. These include health professionals, behavioural specialists, and the person's representatives. Personal plans provide comprehensive information for care workers to follow regarding care delivery. People's vulnerabilities are thoroughly risk assessed to promote safety. The routine review of personal plans and risk assessments ensures information recorded in them is up to date. A relative told us "*We remain very pleased with all aspects of the care and thought given to X and are indeed grateful that X should have found such a fine and caring home*".

People experience warmth and kindness. We saw care staff treat people as individuals. They are very attentive and respond to people's different needs with appropriate levels of prompting and support. People look relaxed and comfortable in the presence of staff. We saw a care worker and an individual playing cards. Staff speak in a friendly, caring and respectful way and people respond positively. People told us "*I get to do what I like*", "*It's ok here*" and "*we all get on*". We witnessed positive interactions during the inspection and saw care staff supporting people in a dignified manner.

People have good access to health services and are supported to attend appointments. People's health and well-being is regularly monitored by the home and appropriate referrals made to seek professional advice and support when necessary. A range of professionals regularly visits the home with evidence recorded within personal plans to meet people's health and well-being needs. A care manager told us "*The staff are mindful of how to encourage him to increase his independence at his pace and to keep him safe and reduce any potential anxiety*".

The service takes all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow. There are generally good staffing levels for each shift, with most staff having worked at the service for a significant period. The staff are supportive of each other and complimentary of the support peers and members of the management team provide.

## Environment

The service has systems in place that ensure the home and its facilities are safe. We looked at a wide range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training take place to protect people. Records confirmed fire alarm tests take place weekly. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. We also saw window restrictors in place. Effective daily cleaning schedules are in place as all parts of the home are generally clean, tidy and well organised. There was a recent issue whereby an individual had declined support with their cleaning regime, but appropriate action was taken to address this.

People are cared for in safe and secure surroundings. Visitors are requested to undertake a COVID lateral flow test and have their temperature taken, complete a short questionnaire and sign into a visitors' book on arrival. People living in Isfryn have personalised bedrooms with one person living on the ground floor having an independent access to their room from outside. There is an outdoor space to the front of the property with parking spaces and a pathway with planting in pots leading to the front door. There is a paved garden area with tables, seating and a smoking shed which was contained within a fenced off area.

## Leadership and Management

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service users guide accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process. The statement of purpose also includes details of the service's supervision and training arrangements for care staff.

There are appropriate numbers of suitably recruited and qualified staff available and they receive supervision and training. The staff rota shows there are sufficient staffing levels and individuals receive care and support in accordance with their identified needs. The staff training record shows staff have access to a variety of core training opportunities and care staff told us they were happy with the training quality and frequency. Care staff speak positively about the regular formal and informal supervision support they receive from the management team. A safe recruitment process ensures care workers are suitable to work with vulnerable adults. Records relating to recruitment show the service completes all of the required pre-employment checks. Staff told us *"I love it here"* and *"I'm more than happy working here, the chance for progression is good"*.

Arrangements are in place for the effective oversight of the service through ongoing quality assurance processes. We viewed documents relating to the service's quality assurance processes, which are completed in a timely manner. The RI reports cover a range of operational matters and identifies areas where improvements are required. We found family and professionals give positive feedback about the care provided. We noted that there have been no complaints since the last inspection. Feedback from a care manager included *"During my visits I have always been made to feel welcome and encouraged to visit at any time of the day"*. We found the communication is effective, open and transparent.

The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent. We found notifications to Care Inspectorate Wales, Local Authority and Health professionals are timely and consistent.

### 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
57	Products that have the potential to cause harm are not stored securely.	Achieved



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