



## Inspection Report on

**Ty Pin Coed**

**Ty Pin Coed  
Meinciau Road  
Kidwelly  
SA17 4RA**

## **Date Inspection Completed**

01/03/2022

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## About Ty Pin Coed

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Inspiration Lifestyle Services Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	15 August 2018
Does this service provide the Welsh Language active offer?	Yes. 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 living in Ty Pin Coed appreciate and benefit from the care and support they receive through the knowledgeable and caring staff team. Promotion of people's individual health and wellbeing underpins the aim of the service. Care and support plans are detailed and provide a good sense of the individual, their needs and how best to support them. External professionals are actively involved in the support people receive.

The acting manager and acting deputy manager lead the ethos of the service. People and staff respect and value the management team who are themselves well supported by the Responsible Individual (RI). There is a range of monitoring and audit processes in place, and the RI has good oversight of the service.

## Well-being

People have their choices and views recognised and listened to. Care and support records give a good sense of the person and reflect their individual needs and preferences. People are involved in day-to-day decisions that affect them including meals, leisure opportunities and healthy lifestyles. Their opinions are sought as part of the Regulation 73 visits conducted by the RI. People feel the staff team know them as a person and understand their needs. Care and support is delivered according to people's specific needs and wishes and this is adapted when needed to better suit them. The acting manager and acting deputy manager set the ethos of the service, which values their staff and strives for the best for people living in Ty Pin Coed.

People are protected from the risk of harm and abuse. Staff speak caringly about the people living in the service and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. The service is clean with no malodours. Recruitment measures ensure staff working at the service have the right skills and approach to care and support. The service actively liaises and works alongside health and social care professionals to ensure people remain as healthy as possible. Commissioners speak positively about the service

People enjoy healthy relationships. Individuals we spoke with told us they have developed social relationships since moving into the service. The communal areas are a hub for social gatherings, activities and positive interactions.

## Care and Support

Staff have a very good understanding of the needs of those they support. They speak enthusiastically about caring and supporting the people living in the service including; *“it’s a good place to work”, “It’s very good here, the people we support are great”* and *“I love working with the service users – we are a big family”*. Staff support people according to their individual needs and are sensitive to any changes the person may be expressing or demonstrating.

Throughout the inspection visit staff interacted positively and caringly with people. There are regular discussions and activities and between staff and people. People told us about their achievements and plans including holidays, interests and how proud they are of these and the positive impact it has on them. People tell us they are supported to pursue a range of hobbies and interests of their choice. Care and support records, photographs and the service’s newsletter corroborate this.

Sufficient staffing levels are in place to meet the care and support 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 staff have access to plans that provide very good details about the support people require to remain healthy and their individual needs. The plans provide a real sense of the individual and involve the person, relatives and community teams in their development and reviews. People and / or their representatives are involved in reviews and contribute to decisions that affect them. Health and social care professionals are involved with people, and this is well documented in their care and support records. Commissioners attending the service at the time of the inspection spoke positively about the care and support individuals receive and the management of the service. There are comprehensive risk assessments in place, which are regularly reviewed. Care staff have a thorough understanding of the people they support and the complex needs they live with.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. Staff are clear on these and their responsibilities around protecting people from infection.

## Environment

Arrangements are in place to minimise risk to people's health and safety. There are infection, prevention and control measures in place in line with current Public Health Wales guidance. Appropriate checks and records are taken on arrival at the service. Testing and servicing of fire-fighting equipment are undertaken within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible for people and staff. Window restrictors are in place and some rooms and drawers, which contain potentially harmful materials, are kept locked. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are plans to renovate and redecorate the communal sitting room. People will be involved in decisions around this work. The service is clean with no malodours.

The environment supports people to achieve their personal outcomes. The layout of the service enables people to use the facilities available to them safely. The gardens are welcoming, provide panoramic views to the coast, and offer the opportunity for people to use them for their own enjoyment and relaxation.

Each person's bedroom is personalised according to their wishes including prints, paintings, musical instruments and gaming equipment. There are plans to have new flooring, repairs to a ceiling and the replacement of a radiator in two en-suite shower rooms. Communal areas are well maintained and fully utilised. There are a number of wall-mounted photographs and items on display throughout the communal areas.

## Leadership and Management

There are thorough governance arrangements in place. The RI has undertaken Regulation 73 visits during the period of the Pandemic. CIW have received copies of the reports, which confirm she speaks to people and staff as part of her visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken by the acting manager. Actions required from these audits are acted upon and reviewed regularly. The acting manager acknowledges the support he receives from the RI.

Staff are knowledgeable, competent and encouraged valued to support people living in the service. Through discussions and observations it is evident that staff have a good understanding about the people they support and the specific needs of each individual. Training and induction records demonstrate staff have a robust induction and a range of training opportunities to develop their knowledge and practice. They told us; *“I think Ty Pin Coed is fantastic – we are a diverse team, very good team environment. We all have different skills”, “we have good training – I have completed a mentoring course which team leaders use in their role to support new staff” and “we have lots of training and a good induction it makes you feel equipped to do your role”.*

Staff recognise the work can be challenging on occasions. They told us they are well supported, particularly following incidents. These can be distressing for both the individual and staff member. Staff are supported to reflect on and learn from incidents.

Staff and people living in the service respect the leadership and management. Staff told us; *“I like the (acting) manager, I can speak to him at any time, he looks for solutions to help”, “we have a great team and manager” and “the (acting) deputy and manager are excellent. They are both very approachable”.* Interactions between staff and people are friendly and respectful. People told us that they value the support from staff and praise the acting deputy and manager; one person said, *“they are both very good”.*

Staff records show they receive regular supervision and an annual appraisal. People living in the service contribute to staff appraisals. Recruitment processes are robust and staff records hold all the required information and checks. There are up to date and regularly reviewed policies and procedures in place to support staff.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A



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