



Inspection Report on

Teulu Bach

Merthyr Tydfil

23 June 2022

23/06/2022

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About Teulu Bach

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ruth Parker
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text. 05/07/21
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People living at Teulu Bach receive consistent care and support delivered by an established team of care workers. People are supported to maximise their independence and are encouraged to pursue their interests and hobbies. Care documentation offers a good level of information relating to people's care and support needs. Staff training, thorough risk assessing, and a safe recruitment process helps protect people from harm and abuse. Care workers are happy working for the service and say they feel supported and valued. The responsible individual (RI) is involved in the day-to-day running of the home and has good oversight of service delivery. The environment is comfortable, clean and suitably maintained.

Well-being

People are treated with dignity and respect. Care workers have positive relationships with the people they care for and are aware of their individual needs. We observed numerous warm interactions between people and care workers and could see care workers are very familiar with people's needs, wants and routines. People are offered choice and are able to plan their daily routines and what activities they wish to participate in.

People are protected from harm and abuse. There are policies and procedures in place that underpin safe practice. Risks to people are thoroughly assessed and managed effectively. Care workers receive safeguarding training and are aware of the procedure for raising concerns. Regular supervision and appraisal give care workers the opportunity to discuss any issues they have with their manager. A safe recruitment process ensures care workers have the right skills and attitude to work with vulnerable adults.

People's individual circumstances are considered. Personal plans highlight people's outcomes and set out strategies on how they can best be achieved. Comprehensive reviews monitor progress and ensure people are receiving the right care and support. The service involves people in their care planning and consults with them regularly regarding their preferences.

A homely environment helps support people's well-being. The environment is clean and well maintained. An ongoing programme of maintenance and repair ensures the environment, and its facilities are safe. People can exercise choice in relation to their personal living space. We saw people's bedrooms contained items that are important to them. Communal areas are comfortable and can be used for activities or relaxing. There is a garden to the rear of the building with a seating area that people can access if they wish to do so.

Care and Support

People receive good continuity of care. Staff turnover at the service is low. The majority of care workers have worked at the service for a number of years and know the people they support well. They can recognise changes in their health and well-being and act accordingly. People living at the service provided complimentary feedback regarding care workers and used words like “*lovely*”, “*nice*” and “*good*” to describe them. Care workers support people to do the things they enjoy. On the day of our inspection a group of people were being supported to attend a BBQ at another care home. As well as leisure pursuits, people are encouraged to contribute to the upkeep of the home by helping with domestic tasks. One person living at the service told us they had a work placement in a local supermarket. Care workers support the person to attend the work placement on a weekly basis. The service also supports people to attend social events, day trips and holidays.

Personal plans support people to achieve their outcomes. We sampled a number of plans and found them to be outcome focused and person centred, meaning they are specific to each persons care and support needs. Personal plans also contain risk assessments that identify potential hazards and provide care workers with clear instructions on how to keep people safe. Plans and risk assessments are reviewed frequently to ensure information recorded in them is current and people are receiving the best possible care.

There are arrangements in place to keep people safe. As well as individualised risk assessments, the service has a range of measures to protect people from harm. Care workers receive safeguarding training and other core and specialist training. This equips them with the skills needed to provide good quality care. We spoke to a number of care workers all of whom know the process for raising concerns. Policies and procedures are reviewed regularly to ensure they provide the most up-to-date guidance. We looked at a selection of policies and found some of them needed further information. This included the medication policy that needs updating, so that it contains information relating to the storage and administration of controlled drugs and ‘as required’ (PRN) medication. We discussed this with the RI who assured us the policies will be revised. An infection control policy and Covid-19 risk assessment sets out safe working practices for care workers. The home has a good supply of personal protective equipment (PPE), and care workers follow current guidance in relation to testing for Covid-19.

Environment

People live in a homely, comfortable and well-maintained environment. We looked at records relating to environmental maintenance and found up-to-date certification for the maintenance of key utilities such as gas, electric and fire safety features. The RI also considers environmental safety in quarterly monitoring visits.

We completed a visual inspection of the home and its facilities and did not identify any hazards. The overall standard of cleanliness and hygiene is good. The kitchen has been awarded a score of 5 by the Food Standards Agency. This suggests very good standards in relation to food hygiene. Communal areas are suitably furnished and decorated. People are able to exercise choice in relation to their personal living space. We saw people's bedrooms are decorated to their preference and contain items of importance.

People benefit from safe practices. Substances hazardous to health are stored safely. Medication is locked away and can only be accessed by authorised personnel. Files and other confidential information are stored in line with best practice guidance.

Leadership and Management

Care workers enjoy working for the service and feel supported and valued. We spoke to a number of care workers who provided complimentary feedback regarding the manager. One said, *“The manager is very approachable”*, another said, *“The manager is very good with the residents and staff, he’s very supportive”*. Records relating to supervision and appraisal show care workers are receiving the recommended levels of formal support. This is important as it gives care workers the opportunity to discuss work related matters and monitor their performance.

The service ensures care workers are suitable to work with vulnerable people. The recruitment process is robust. We examined several personnel files and found all of the required pre-employment checks have been completed. These checks include Disclosure and Barring Service (DBS) and employment history checks. All new employees complete a structured induction and there is an ongoing programme of training and development that offers core and specialist training. Care workers provided positive feedback regarding training saying it equips them with the skills needed to provide good quality care and support.

There are governance and quality assurance arrangements in place to review the progress and inform the development of the service. The manager and RI adopt a hands-on approach to managing the service. People and care workers told us they have positive relationships with the management team. The RI is up to date with their specific duties. We saw evidence that the RI regularly meets with people and care workers to discuss service delivery and undertakes audits of various documentation including personal plans and staff personnel files. Every six months a quality-of-care review is conducted. Findings from the review are published in a quality-of-care report. We looked at the last quality of care report and found it clearly sets out the services aims, strengths and ways in which it can improve.

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

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