



Inspection Report on

Ysguborwen Care Home

**Ysguborwen Care Home
Ysguborwen
Aberdare
CF44 0AX**

Date Inspection Completed

22/03/2022

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About Ysguborwen Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	OSBORNE CARE HOMES LTD
Registered places	78
Language of the service	English
Previous Care Inspectorate Wales inspection	14/08/2019
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 feel happy and settled within the home. The environment is homely, secure, and clean. Significant investment is, and has been made to improve the building and exterior space to benefit residents.

People are able to positively occupy their time and every effort is made to maintain contact with family and friends. Infection control measures are of a good standard and personal protective equipment (PPE) guidelines are followed. Policies and procedures maintain the safety and well-being of people who live at the service. The management team are committed to the ongoing development and improvement of the service and quality reviews are carried out on a regular basis.

People are supported by dedicated, trained, and supervised staff team who demonstrate positive interactions with residents.

People and their relatives speak highly of the home, its staff, and management.

Well-being

People have positive relationships with staff and are happy with the standard of care they receive. The home environment is pleasant with bright communal areas and personalised bedrooms, which are homely and inviting. Although social opportunities have been limited due to the COVID outbreak, the service continues to offer people the chance to undertake activities and hobbies. Significant investment has been made in relation to the garden area. Residents and relatives can sit around the fountain/pond when it is warm. A woodland walk has been created and a 'lodge' developed where people can have activities and make tea. A hairdresser visits regularly. We saw photographs of people engaged in activities and theme days. The service makes every effort to support residents to maintain contact with friends and relatives. The service seeks feedback from people to ensure they are happy with the quality of care and support provided.

The meals provided are of a good standard with adequate portions and lots of choice. The home has a sufficient supply of personal protective equipment (PPE) and we observed staff consistently wearing masks and gloves.

There are a number of systems in place to protect people from abuse and harm. Access to the home is restricted to authorised individuals.

We spoke with residents who told us:

"I like it here. The activities are fun. I like sitting by the pond"

"The food is very nice, and the staff are great"

We talked to relatives who were visiting the home. They told us that they believed their relatives were receiving excellent care at Ysguborwen. They felt that the staff and manager were very approachable, and they had no concerns about raising issues with management. Some comments were:

"The staff and management are very good. Any issues get sorted out quickly"

"My relative is very happy here. He uses the garden a lot"

Care and Support

Care documentation within the service is informative and up to date. Personal plans are person centred, detailed and clear to follow. Care staff have a very good knowledge of people and are, therefore, able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. People's individual dietary needs are considered, and healthy, nutritional meals ensure people remain healthy. A range of choice is offered, and kitchen staff can respond to individual requests for meals. Equipment such as a call bell system is available, and this enables people to get the care they need at the right time.

A sense of belonging and security is essential to a person's well-being. Ysguborwen does provide that for the individuals living there with residents telling us "*I like it here*" and "*The staff are really good*". The supporting policies and procedures were robust. Policies are up to date and service specific. There is a statement of purpose (SoP), which is a document that sets out information about the service provided. The Responsible Individual (RI) has a robust oversight of the service and carries out visits to the home as required by regulations.

Staff told us that they were aware of the All Wales Safeguarding Procedure and know how to make safeguarding referrals. Staff told us they feel confident raising issues with management and believe they would be acted on.

The pandemic has had an impact on training and staff supervision. Face to face training had been reduced and staff absences made regular supervision difficult. However, we saw evidence that training, and supervision has improved. Staff told us they receive sufficient training to meet people's needs. The service is putting several staff through 'train the trainer' course so that they can deliver manual handling training to staff within the home.

We saw that medication was administered appropriately, medication administration records were complete and medication room and refrigerator temperatures were recorded daily.

The home has appointed an activities co-ordinator. Events organised include Bingo, quizzes, arts and craft sessions, and they have purchased an Omni vision interactive display which people clearly enjoyed. The pandemic has meant that entertainers have not visited the home, but this is slowly changing. However, the home has access to two cars to facilitate trips out.

Environment

Relatives and staff described the home as being comfortable and clean. Significant investment is being made to reconfigure the home to increase space and facilities for residents. We saw that the home had a homely feel and that all areas appeared generally clean with no odours noted. The garden area has been extensively remodelled, and the home keeps chickens for their eggs.

There is an ongoing programme of maintenance, repair and checks in place to ensure the environment is safe. Restricted areas are locked and safety features such as window restrictors are fitted. We examined records relating to environmental safety and found utilities, equipment and fire safety features are subject to routine checks and servicing by suitably qualified trades people. The service completes health & safety checks on a regular basis. Health & safety audits are also completed to ensure the service is compliant with health & safety requirements.

People are protected and their safety maintained. We saw that the premises were safe, and people were protected against intruders. The home was locked, and visitors had to ring the bell to gain entry. We found the home to be welcoming and provided a sense of community. We observed people socialising with each other and staff. We saw relatives were always welcomed into the home and greeted by pleasant staff that appeared to know them well. All relatives of whom we spoke with were extremely complimentary on all aspects of the home, and its staff.

The service has good infection prevention and control systems in place. There is an infection control policy that provides clear guidance for care workers to follow. A dedicated Covid-19 risk assessment provides up-to-date information on how to reduce the risk of cross contamination. On the day of our inspection, we saw all care workers wearing the required levels of PPE. Guidance in relation to visitors to the service was being followed.

We saw a number of bedrooms, many of which were personalised with photos and keepsakes which reflected the individual's personalities and interests which promotes a feeling of belonging. People benefitted from having bedrooms that had good natural light and reflected the taste of the individual.

Leadership and Management

There are arrangements in place for the oversight of service delivery. The RI conducts regular visits to the service and meets with staff and residents to discuss service related matters. During these visits, the RI conducts an environmental assessment and examines audits and other areas such as complaints, safeguarding matters and staff training compliance. A quarterly area manager report is completed which considers the oversight of operational matters such as staffing and resources. On a six monthly basis the service publishes a quality of care report that details what the service does well and any areas for improvement. Policies and procedures underpin service delivery. We sampled a selection of these documents and found them to contain practical information. The policies we looked at were under review to be updated to reflect current national guidance. The home has written information that outlines its vision, ethos and services provided. We examined this and found people receive a service as specified within the SOP and a written guide is produced for residents.

Care workers receive training to meet the needs of the people they support. Records show the service is compliant with its core training requirements and is investing in staff to deliver in-house training. Care workers we spoke to told us they have access to an ongoing programme of training and development that equips them with the skills and knowledge to deliver quality care. As well as core training the service offers specialist training relevant to the person's specific support needs.

Care workers are supported in their roles and feel valued as employees. Supervision and appraisal records show care workers are receiving the required amount of formal support from the manager. Care workers told us the manager is easy to approach and provides support on both personal and professional levels. Regular staff meetings are held where the team discuss operational matters such as health & safety, staffing and support for people residing at the service.

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.

