



Inspection Report on

Options Ty Ni Cymru

**Kinsale Hall
Llanerch-y-mor
Holywell
CH8 9DX**

Date Inspection Completed

09/11/2021

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About Options Ty Ni Cymru

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Options Autism (4) Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	04/03/2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh Language, and demonstrates an effort to promote the Welsh language and culture.

Summary

People are happy, healthy and safe. They know and understand what care, support and opportunities are available to them. Care staff positively encourage people to make choices, follow their interests and engage in rewarding activities. Care staff use individual communication tools to ensure people can express themselves. Care staff support people to be independent, active and to achieve their individual goals and outcomes. Care planning is inclusive and a rights based approach is evident. Care staff know people well and they follow people's plans to provide consistent care and routines. They are responsive and patient, and treat people with dignity and respect.

People are cared for in safe, secure and well-maintained surroundings. They can choose the décor of the bedrooms, and the provider has invested in adaptations to the environment to make people feel more at home. People feel comfortable, because they are cared for in a pleasant, homely and clean environment.

There are very thorough quality assurance systems in place. The management and leadership are strong and are effective in delivering a service that keeps people safe and makes a positive difference to their lives.

Well-being

People express their views and they are able to influence their care and their environment. A wide range of consultation processes ensures people make choices about their day-to-day care, activities and their environment. They are involved in their person centred planning and help to identify their goals. They choose the décor and furnishings in their bedrooms to suit their tastes and requirements. Care staff show respect and sensitivity towards people and their care and support needs.

Care staff work with people to support their emotional and physical health. They have contact with health professionals and monitor people's health. Care staff are attentive to people's changing health needs and they help to manage their anxieties, and liaise with health professionals so they can attend health appointments. Care staff encourage people to take regular exercise and make healthier food choices. People follow regular routines, which promote their health and well-being, and care staff follow positive behaviour plans to reduce people's anxieties and help them to manage their behaviour.

A clinical team meets regularly to discuss individuals' progress or any issues, and they provide specialist advice and guidance for the care team. This ensures people get the right care and support as early as possible.

People have access to and participate in community-based activities of their choice when they are available. They complete a weekly activity planner with their keyworker. The support provided by care staff encourages people to increase their independent living skills and to make healthy lifestyle choices based upon identified outcomes.

The manager and care staff protect people from abuse and neglect. Care staff complete safeguarding training and are aware of how to keep people safe, and how to take action if they are concerned for their well-being. Care staff read and follow the risk management plans. There are systems in place to make sure the environment is safe. The provider completes suitable recruitment checks before staff start work.

People are happy in their home environment. Care staff support people to undertake activities safely in and away from the home. Management has effective oversight of the maintenance and health and safety of the service. People live in a home, which best supports individuals to achieve their well-being.

Care and Support

Care staff provide responsive and proactive care, and they anticipate people's needs. They provide people with the right care, at the right time in the way they want it. They consult people on how they wish to receive care, and to make decisions that affect their life. Care staff listen to people and respond to them in a caring and supportive way. They use a range of communication skills and tools appropriate to individual needs to ensure they listen and speak to people in a way they understand.

People and their families take part in person centred planning processes, which feed into personal plans. People complete personal plans with their key worker. The plans include what matters to them and their wishes and goals. Care staff follow positive behaviour support plans, in order to support people with individual approaches to addressing specific behaviours, and they review them regularly. The management and care staff recognise people's uniqueness and work together to promote their confidence and self-esteem. Family members who provided feedback for this inspection described the care provided as excellent. A parent said: *'This is a wonderful place, in a beautiful setting with highly trained and caring staff and a stimulating social programme.'*

The multi-disciplinary team meet regularly to discuss people's progress or any issues that are preventing progress. The team explore how they can further improve people's experiences, and the reasons behind any negative behaviours. The manager communicates any decisions made in the meetings to the care staff in team meetings, and the care staff we spoke with said this is effective.

The provider has arrangements in place to make sure risks to people's health and safety are minimised as far as possible. Personal files contain information to safeguard people from deprivation of their liberties. Staff know whom to contact and what to do if they thought a person is at risk of abuse. The measures in place to reduce the risk of people and care staff contracting Covid-19 are consistent with current Welsh Government and Public Health Wales guidance. There are thorough systems in place to ensure the oversight and audit of medicines management.

Environment

People live in a home that meets their needs, supports them to maximise their independence and achieve a sense of well-being. The home is located near to towns and leisure facilities, and people benefit from being close to open countryside and the coast. The kitchen/diner has a very large picture window where people can take in the fantastic sea views. People have their own en-suite bedrooms, which are spacious, have suitable storage and contain personal items that are important to them. People share a living room on the ground floor. The office is located on the first floor, and the provider plans to use a large upstairs room as a sensory area. A log cabin next to the home provides additional rooms for training and meetings. All areas of the home are clean, attractively furnished and well maintained.

The provider adapts and improves the environment to suit people's needs, and does this in ways that do not affect them. A person is currently on holiday with care staff while their bedroom and bathroom is upgraded. An outside laundry room has been built, which makes laundry tasks easier for staff. People have access to outdoor space, which is easily accessible and there are plans to develop the garden areas with sensory plants. The provider plans to install outdoor play equipment in a large area of grounds next to the property to provide people will more outdoor activities.

Care staff complete regular health and safety checks of the premises. The provider employs a full time maintenance officer and they respond promptly when care staff report issues. There are contracts in place for the regular servicing of the heating, electrical installation and fire safety equipment. The home identifies risks for the environment and activities and puts measures in place to reduce them. There is a fire risk assessment and care staff organise fire drills and regular testing of fire safety equipment and smoke detectors. Personal Emergency Evacuation Plans (PEEPs) are in place and written according to individual need. The home is safe and secure to help people achieve their personal outcomes.

Leadership and Management

Governance arrangements are in place to support the operation of the service, and provide a sound basis to ensure quality care and support for people. The service's manager has regular contact with the RI and other senior managers within the organisation, and reports a high level of support.

The statement of purpose accurately describes the current service arrangements it has in place regarding people's care and accommodation. The provider updates the statement of purpose when they make changes. People living at the home have a guide to the service in suitable formats.

The provider follows safe procedures to recruit staff. Care staff are supported in their role through regular supervision meetings. The meetings include discussions about people's needs and progress, practice, staff members' own well-being and their training requirements. The management holds team meetings every two months, and the records show that discussions about people and the service are comprehensive. Records confirm the managers and care staff access suitable training to equip them to provide the right care for people, and care staff told us the quality of the training is good. Staff told us the individual supervision meetings and team meetings are valuable for discussing people's progress and how best to support them.

People are cared for in a home where there is a consistent management team, which sets high standards and there is effective use of resources. Care staff told us they enjoy working at the home and the standard of support from management is high, and the management team and responsible individual are available and approachable. The provider is proactive in seeking to recruit staff, and employs a team of bank staff to cover permanent staff absences.

The provider has comprehensive quality assurance systems in place to monitor the operation of the home and maintain high standards. The responsible individual visits the home at least every three months. They speak with the people living there, care staff and the manager. They also check records and they write a report on their findings, which identifies any areas for the manager to address. The provider employs additional officers to carry out further quality assurance checks. They write a report and make recommendations if required, and this provides a more independent view of its operations. Every six months, the responsible individual completes a thorough review of the quality of care provided at the home. The report of the review contains evidence of the progress made by people and identifies areas for improvement.

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	N/A

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