



## Inspection Report on

**Clydach Court**

**Clydach Court  
Brithweunydd Road  
Tonypandy  
CF40 2UD**

## **Date Inspection Completed**

22 October 2021

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## About Clydach Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	8 January 2020
Does this service provide the Welsh Language active offer?	Yes

### Summary

Clydach Court is owned and managed by Rhondda Cynon Taff Borough Council. It provides personal care with accommodation for 35 people with dementia. The provider has nominated a responsible individual (RI) who is responsible for the oversight of the service. A manager registered with Social Care Wales runs the service on a day-to-day basis. The service is in Trealaw, within the Rhondda valley and is close to local amenities.

People feel happy and settled within the home. The environment is homely, secure and clean. 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 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.

There is bilingual English/Welsh signage, the home is able to offer the service user guide, and statement of purpose in Welsh if required.

## Well-being

Care documentation within the service is informative and up to date. Care 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. We saw positive interactions between staff and residents throughout the day and particularly at meal times. 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 safety and security is essential to a person's well-being. Clydach Court provides that for the individuals living there with residents and relatives expressing positive views about the service. 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. We saw evidence that this is improving. Staff told us they receive sufficient training to meet people's needs. We spoke with residents who told us *"I like it here; the food is good"* and *"I like the staff; the dancing is fun"*.

Policies are up to date and service specific. There is a statement of purpose, which is a document that sets out information about the service provided. The RI has a robust oversight of the service and carries out visits to the home as required by regulations.

People live in suitable accommodation, which overall supports and encourages their well-being. Rooms are personalised with items of their choice.

## Care and Support

Personal plans identify people's current care needs. We examined people's care files and saw they provide up to date clear information on the individual's needs. Personal plans in place cover areas such as personal care, diet and nutrition, communication, cognition, behaviour and mobility. We found detailed risk assessments are completed. We saw care workers interacting with people throughout the inspection. People told us "*I like it here; the food is good*" and "*I like the staff; the dancing is fun*". Meals are freshly prepared and we found that they are well presented and served efficiently. People told us that they enjoy the meals and could always have something different if they wished. Care workers ate lunch with the residents to provide support and to engage in conversations. We saw that care workers respond quickly to call bells and any requests for help and there are robust medication processes in place.

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. Staff speak in a friendly, caring and respectful way and people respond positively. We witnessed positive interactions during the inspection; we saw care staff supporting people in a dignified manner.

There are generally consistent and appropriate staffing levels in place to meet the care and support needs of people living at the service. There are appropriate staffing levels for each shift, with many staff having worked at the service for a significant period. The manager told us that the pandemic had put staffing levels under pressure and they relied on the staff team to cover absences.

There are safety systems to help limit risk to people, such as a key pad secured door and a sign in book for visitors on arrival. Staff told us that they were aware of the All Wales Safeguarding Procedure and know how to make safeguarding referrals. There are policies and procedures to help keep people safe, and these are regularly reviewed to ensure they remain current.

We saw people taking part in activities. We were told that activities have been limited by the need to maintain social distancing. A relative told us that they had seen photographs of his mother taking part in a range of activities. They said that their mother had had her hair done and "*looked fabulous*". Relatives were very complimentary about the service. They told us that the staff and manager were very approachable.

## Environment

On arrival, we found external doors secured to prevent unauthorised access. On entering the building, we signed the visitor's book and staff checked our identification documents.

The service has appropriate infection control measures and visiting procedures. Care workers say there are sufficient supplies of personal protective equipment (PPE) and they know what to use when, and how.

The home environment is clean and decorated to a good standard. Bedrooms are personalised. Refurbishment is ongoing. There were a number of areas people could spend time privately and or with visitors. The environment enabled people to walk around freely and corridors included regular seating areas that allowed people to sit rest and experience a different outlook.

Substances hazardous to health are stored safely. Sufficient domestic staff are in place to maintain daily cleaning and laundry duties.

We found treatment rooms and staff offices securely locked to ensure confidential files and medication is stored safely. We saw people's right to privacy is respected within a secure environment and people are protected from exposure to hazardous substances. Maintenance records confirm the routine completion of utilities testing. The auditing and servicing of manual handling equipment are up to date and fire safety tests and drills are completed. Personal evacuation plans are in place so that staff understand the level of support people require in the event of an emergency. Regular audits of the environment demonstrated the premises comply with current health and safety, fire and environmental health legislation. We viewed a number of maintenance certificates and engineer reports in respect of gas, electric, fire and portable appliance safety (PAT). The service was awarded a five star Food Standard Agency rating that demonstrated very high standards of hygiene.

## Leadership and Management

Staff files are kept centrally by Rhondda Cynon Taf human resource department. It has been agreed that a checklist of regulatory requirements, signed by a human resource manager will be created and placed on staff files at the service.

Staff do not start work until all their pre-employment checks are completed. Care staff have relevant qualifications. New staff go through an induction programme, and all staff have on-going training. The service has found it difficult to source face-to-face training through the pandemic but we were told by management this is being addressed via on-line training. Staff nevertheless are positive about their training, saying they feel competent and comfortable in their roles.

Staff mostly say the management is supportive and they feel valued. They told us they enjoyed working with residents and with team members. Staff have regular supervision to reflect on their performance, identify support they might require and discuss any issues. There had been a reduction in supervision during the pandemic because of absences; however, we saw that regular supervision is now being implemented. We looked at a selection of relevant reports and documentation. The service meets all legal requirements about submitting notifications as we were informed of relevant events.

Policies and procedures such as for complaints, incidents, medication and safeguarding, are in place and have regular reviews and updates. Appropriate governance, auditing, and quality assurance arrangements are in place to ensure the home runs smoothly, and delivers good quality care. These systems help the service to self-evaluate, and identify where improvements are required. The responsible individual is completing regular visits and monitoring the quality of care provided at the service.

The service provides good information to the public. A Statement of Purpose sets out the service's aims, values, and delivery of supports to ensure it meets regulatory requirements. A written guide contains practical information about the home and the care provided.

The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. We saw bi-lingual English Welsh signage around the home. We were told that documentation could be provided in Welsh if required.





### 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	N/A

	this inspection	
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**Date Published 26/11/2021**