

Inspection Report on

Ty Undeb

Ty Undeb 74 Queen Victoria Road Llanelli SA15 2TH

Date Inspection Completed

24/10/2023

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About Ty Undeb

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	8 November 2022
Does this service promote Welsh language and culture?	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 say they are very happy living at Ty Undeb. A relaxed, yet professional atmosphere throughout the home helps people and visitors feel at ease. Care workers support people to have as much control as they wish in how they live and invite each person to be involved in discussions about their lives. They encourage people to do things that are important to them.

Care workers say they are well supported and receive sufficient training for their roles. They demonstrate good knowledge of each person in the home and want to make a positive difference to peoples' lives. Good communication channels are evident, with robust monitoring of the quality of support people receive. The Responsible Individual (RI) is a frequent visitor to the home and is well-known by all people and employees. The service also promotes the use of the Welsh language and culture.

Well-being

Overall, people at Ty Undeb are invited to have control over their day to day lives. Keyworkers work with people to ensure they receive the information they need. Each person knows and understands what opportunities are available to them and are actively involved in any changes to their support plans. One person told us, "We talk a lot here. But it's good to do that." Care records contain pen pictures, personal preferences and family histories.

The manager arranges regular communal meetings but generally, people choose to not attend - instead, keyworkers have regular personal chats with people to check whether they have any concerns that need addressing. All people using the service have details of the complaints process should they need to use it. One person said, "I know about it but haven't had to complain at all."

As far as possible, people are protected from abuse. People say they feel safe, and senior staff protect their privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. People personalise their rooms according to their tastes and interests.

The home provides the Active Offer of the Welsh language; this means being proactive in providing a service in Welsh without people having to ask for it. There are care workers who are Welsh speakers and some documents are available bilingually in Welsh and English.

Care and Support

Senior staff carry out pre-admission assessments before people move into the home. They consider a range of information to ensure they can meet their needs, such as essential background knowledge and reports from previous placements. This is an ongoing process as people look to become more independent and move on. We saw details of one person who is currently in transition from another long-term service to Ty Undeb and noted how sensitive the staff team are to the person's needs at this anxious time for them. There is a real emphasis on how any new person would fit in with the current group.

Care workers regularly give people the time they need to talk about any anxieties. The staff team supports people to manage their own medication, with specific support for each person, depending on their understanding, and with regular checks in place to remain safe. One person told us, "They help me out when I need it, and that happens now and then."

Care records are plentiful but clearly arranged: they describe what is important to people and personal plans clearly describe each person's needs and how they wish to live their lives. Assessments of physical and mental health and risk assessments help to maintain people's independence. The staff team review care records every month, or more frequently, wherever needs change, so they remain up to date.

People regularly meet with their keyworker to plan each upcoming week. This includes menu planning, as everyone cooks their own meals, with a range of support where necessary. In addition, the beach is close by, and shops are within walking distance. People visit friends and attend a social club when they wish - people have made friends outside the service in this way. One person said, "It's not always easy to make friends but I'm getting there."

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary. Cleaning products are stored securely in locked cupboards and there are guidance notes for anyone who handles them.

Environment

Overall, people live in in a suitable environment. The home is safe, warm and clean. People say they feel happy and comfortable. One person smiled and told us, "I have everything I need right here – but I do go out now and again." The house is large: people can choose different areas to socialise in. There is a kitchen-diner and two lounges, as well as a small area outside where people can spend time. Bedrooms are spacious and personalised to reflect each occupant's taste and interests, with items such as ornaments and photos.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal records are safely stored, so are only available to care workers and healthcare professionals who are authorised to view them.

The manager completes regular audits of the environment. All fire exits are free of obstructions and all COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire.

Leadership and Management

Overall, the provider has an extremely clear vision of the service it provides. The RI is in regular contact with the home and provides good support to the manager and staff team. Monthly audits monitor all aspects of people's support: this includes medication management and general infection control measures. The manager showed us how any issues are addressed each month. All developments in the home are summarised in three-monthly RI visit reports and detailed six-monthly quality of care reports. Employees may discuss any issues they wish to raise in supervision meetings. One member of staff told us, "Our supervisions are useful, a good chance to sit down and talk about things." Regular discussions take place with people and healthcare professionals involved in their support. People know how to make a complaint if they need to and are confident the manager would listen to them if they did.

The provider ensures there are enough knowledgeable and skilled care workers available for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' All employees are up to date with their essential training and undertake specific training relevant to the people they support. Staff meetings give employees the opportunity to keep up to date with any new developments in the service.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe: they would approach the manager but would also contact external agencies such as the local safeguarding office if they thought they needed to.

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
	inspection	

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