

Inspection Report on

Ty Newydd

Cardiff

Date Inspection Completed

10/02/2023

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About Ty Newydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Integra Community Living Options Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	15 September 2022
Does this service provide the Welsh Language active offer?	This service is working towards an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture.

Summary

People's well-being at the service is promoted by a provider that delivers good quality care and support to people. People are listened to, and they are in control of their care and support arrangements. People are supported by staff that know how best to support them. People can be confident their care workers have access to detailed, person centred information about what people need, and what their risk management plans are to keep them as safe, but also as independent as possible.

People live in a home that is safe, secure, and homely with opportunities to make their environment as personalised as possible and to build friendships with other residents. People engage in meaningful activities and have access to direct staff support to work towards their goals in life.

People can be confident they will be supported by staff who have been securely vetted and suitably trained. Staff are happy working at the service, they feel valued and supported by an approachable management team. We found good governance and oversight at the service by a management team that is responsive and takes action for people. Management work closely with people's professionals to ensure people receive the correct care and support at the earliest opportunity.

Well-being

People living at the service feel they belong and live in a home that best supports them to achieve their well-being. People told us they are happy and have a good relationship with staff. People are relaxed and happy at the service. We saw positive interactions between residents and staff, including the manager and responsible individual (RI). Staff know people well, interact in a friendly, calm and caring manner. They provide support when and how people like it.

People are listened to and valued as individuals. People are regularly engaged and consulted with for decision making. People are fully included in planning and documentation about how they want to receive support. We found regular communal meetings between management, staff and people using the service. The RI frequently visits the home and engages with people using the service. The provider has implemented a new system for oversight of people's concerns, to ensure quick action is taken in response to any issues that arise. People receive support from an advocacy service to strengthen their voice, which is arranged by management at the service.

People have choice and control in their day to day lives. People are supported to develop life skills such as cooking and maintaining the home environment. People have control and choice with how their care and support is delivered and how they spend their time.

People are kept as safe as possible from harm and abuse. People told us they feel safe. The service assesses risks for people and has personal plans to provide guidance on how to reduce them. The service appropriately records, investigates, and analyses safeguarding allegations to implement actions and learn lessons to prevent further events. The service provider has good safeguarding and whistle-blowing policies in place which is implemented in practice.

People can do the things that matter to them. We read activity planners that showed people have opportunities to receive one-to-one allocated support from staff. We saw a staff rota that demonstrated staffing levels are provided in line with the provider's expectation in their statement of purpose. People receive direct support from staff to engage in meaningful engagement and activities.

People receive the right care and support as early as possible, and people's health and safety is promoted. Information sharing with professionals to make informed decisions and to manage risk to people is robust. Lessons are learnt after serious incidents. Post debrief sessions are held in collaboration with professionals. Managerial analysis of patterns and trends help to prevent further risks to people. New systems and arrangements have been implemented to promote proactive responses for people.

People's changing needs and risks are presented fully and accurately to professionals, to ensure people receive the correct care and support. People receive regular reviews and information is updated on people's personal plans to ensure personal plans are active live documents, reflective of recent events and includes the most recent professional guidance.

People are supported to be as independent as possible. Risk management plans are implemented in in collaboration with professionals that promote positive risk taking. Person centred documentation alongside staff approaches at the service give people the opportunity to develop strategies and skills to be as independent as possible in a safe way.

Medication systems are appropriately managed, and people are kept as safe as possible from medication errors. The provider has good oversight of medication arrangements for people, we read accurate and clear medication checks and audits at the service. We were informed all staff have now completed medication refresher training and competency checks.

A comprehensive care plan system helps staff to have a good understanding of how people like to be supported. Personal plans detail how people like their individual needs to be met and are regularly reviewed alongside professional guidance. We read detailed, person centred assessments and risk management plans which have also been created in collaboration with professionals. We read personal information that is comprehensive and captures what is meaningful to people including detailed notes on people's experiences, thoughts, feelings, and aspirations.

The service considers a wide range of views and information to confirm it can meet people's needs and outcomes. A period of pre-assessment is carried out before a decision is made about whether the service can meet a person's needs. This consists of initial trial visits to the home and a period of transition, to consider the views of people already living at the service alongside close planning with people's professionals and commissioning authority.

People live in a home that best supports them to achieve their well-being. The layout of the home is suitably accessible and clean. People live in an environment that is homely and bedrooms are personalised. People are encouraged to be independent around the home. Communal areas provide people with opportunities to socialise, cook and dine together. The kitchen and lounge are open plan and are bright and airy with a view of the garden and patio doors for access. The garden area is colourful and has been personalised and painted by people and staff at the service.

There are servicing arrangements in place to ensure the environment is a safe place for people to live, work and visit. There are systems in place to ensure routine health and safety checks in the home.

People can be confident the environment is as safe as possible. The provider regularly reviews bedroom risk assessments in collaboration with professionals. The provider arranged a specialist independent review of the environment in the home by an external company. We read a robust assessment in place as a result, which creates a safer environment for people.

People can be confident that there are effective arrangements at the home that maintains good standards of hygiene and infection control.

Leadership and Management

There are measures in place to promote the safety and smooth running of the service. Management has good oversight of the support and development needs of the workforce. Care workers are regularly trained, supervised and have correct security checks completed before working at the service. People benefit from a service which focuses on well-being within the workforce. The service provider shows a commitment to the development of staff and staff enjoy working at the service. Care workers are DBS (Disclosure Barring Service) checked, registered with Social Care Wales (the workforce regulator) and either working towards or achieved their social care qualifications.

Overall, we received positive feedback from care workers we spoke with. Care workers feel well supported, trained, and valued in the work that they do. Care workers have access to a clinician working at the service for opportunities to learn and develop practice after incidents. Most staff informed us they would like debrief and learning sessions after incidents to be more structured. The provider has assured us this will be addressed. This is important to help care workers improve their understanding and ability to use the correct strategies, interactions, and approaches to keep people as well and safe as possible. Some care workers told us additional staff at the service, and activity plans with people that are structured and measured, would enable staff to focus more effectively on people's progress towards rehabilitation and goals. The provider is already in the process of making plans to try to implement this.

People receive a delivery of care that is individually tailored and driven by professional judgements and evidence-based assessments. People can be confident they are supported by staff that are trained, have a good understanding of their condition, and implement approaches in line with their needs. We found good evidence of robust consultation with professionals, which helps to effectively manage complex risks for people. We read examples of documentations for clinical reflective practice sessions which aim to be action focused giving clear direction for staff on how they could improve their practice and learn from incidents to increase support to people. Lessons are learnt after serious incidents with good managerial oversight of patterns and trends in collaboration with professionals, to prevent further risks to people.

People can be assured there are good governance and oversight arrangements in place to enhance people's well-being. Management and clinicians have good oversight of the daily care, support and experiences of people and staff working at the service. We found effective quality assurance checks are completed to check and test that people receive the right care and support. The RI demonstrates robust oversight of the service and good engagement with people, staff, and stakeholders. We read a detailed quality of care review, which demonstrated quality of care is at the forefront of the service.

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	
21	The service provider does not ensure that care and support is provided in a way which protects, promotes, and maintains the safety and well-being of individuals due to delays in people receiving the right care and support to enhance their health, emotional and psychological well-being needs.	Achieved	
57	The service provider does not ensure that any risks to the health and safety of individuals are identified and reduced so far as reasonably practicable.	Achieved	
6	The service provider does not ensure that the service is always provided with sufficient care, competence and skill, having regard to the statement of purpose.	Achieved	

8	The service provider does not ensure that there are effective arrangements in place for monitoring, reviewing and improving the quality of care and support provided by the service	Achieved
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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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