



Inspection Report on

Tir Einon

**Llwynhendy
Llanelli
SA14 9DF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

21/02/2024

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About Tir Einon

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	27/07/2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a high quality service which is led by a dedicated and innovative manager. The proposed Responsible Individual (RI) is currently going through CIWs clearance process. The proposed RI has good oversight of the service through quality audit tools and Regulation 73 visits.

People's individual health and wellbeing are at the centre to those working in the service. Care and support records give a real sense of the person, their individual needs and what is important to them. Relatives and professionals speak very highly about Tir Einon.

The service is well maintained with ongoing improvements being made. Thorough steps are taken to ensure the environment is prepared and ready to meet the individual needs of people using the service prior to their admission for respite care. The servicing of firefighting equipment needs to be more robust.

Well-being

People's choices and views are recognised. People are involved as best they can be given their complex needs in day-to-day decisions that affect them including meals, activities and their care. Staff use a range of communication techniques according to the person's needs. People and their representative opinions are sought as part of the Regulation 73 visits and in the planning and review of their care needs. Care records provide detailed information about the person, their care and support needs and give a real sense of the individual.

People do things that matter to them. Individuals participate in activities and hobbies which are important to them. Activities are planned with the person according to their needs and preferences.

People are protected from the risk of harm and abuse. Care workers are knowledgeable about the specific needs and requirements of individuals staying in Tir Einon. Care staff understand their responsibilities to protect people from harm and are supported by policies and procedures. Recruitment and selection procedures are strong. The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to ensure they are able to meet people's individual complex needs.

Care and Support

People receive a high standard of person centred care and support to meet their individual, often complex needs. Staff are very knowledgeable and passionate about supporting the people who use the service. Interactions between care workers and people are very kind and respectful. Care workers are highly accomplished at using a range of communication techniques according to the persons needs. These techniques are clearly detailed in people's care and support plans.

A range of one to one and small group activities are held within the service and the community. Details of people's interests and activity preferences are well documented. These include the equipment or materials needed e.g. iPad, games, arts and crafts, and whether there are any other special requirements for the person to get the best out of activities.

Care records are very detailed, person centred and along with associated risk assessments are reviewed regularly in preparation for each respite visit. People and /or their representatives are actively involved in the planning and reviewing of their care. Any changes to the person's needs are also communicated as part of staff handover meetings.

A relative told us how much they value the tremendous work undertaken by the service and the positive effect it has on their loved one and them. They said, "*[X] has settled well, and looks forward to his respite stays, he goes off with his little case, and seems to enjoy the break away. It's a little break for him and also for us. Tir Einon is a God send to us as a family.*"

The service works closely with a range of health and social care professionals. Professionals involved with people staying in Tir Einon speak very highly of the care and support provided. They told us; "*all care that is provided is of an exceptionally high standard, all individual needs are catered for, all have their own care plans and risk assessments are ready prior to admission so that [manager] and her staff can ensure that they are fully aware of needs and can anticipate any concerns*" and I am extremely happy with the service they offer *to my service user. My service user smiles when she goes there*".

Environment

In the main, arrangements are in place to minimise risk to people's health and safety. Personal Evacuation Plans are individualised and readily available in emergencies. The servicing of firefighting equipment needs to be more robust as some extinguishers had not been serviced within the required timescale. This has been addressed by the manager. Substances hazardous to health are stored safely. Communal areas, people's personal rooms and emergency exits are uncluttered and free from hazards. There are infection, prevention and control measures in place and these are supported by regularly reviewed policies and procedures. The service is clean, well maintained with no malodours.

The provider ensures the environment supports people to achieve their personal outcomes. Prior to each admission a respite preparation information sheet is completed. Each person's room is carefully prepared prior to their admission according to their individual needs. Furniture is removed or reconfigured according to preferences, needs and challenges. Where needed, soft furnishings are readily available within people's rooms to safeguard them against injury. A 'prep' sheet is completed for all people using the service. This clearly informs staff what the individual needs and their requirements for their room.

The secure gardens offer the opportunity for people to use them for their own enjoyment and relaxation. Moving and handling equipment including ceiling tracking are readily available to support people and these are being serviced within the required timescales.

Leadership and Management

There are clear governance arrangements in place. The proposed RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of her visits to the service. There are a range of monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

The manager is passionate about her role and innovative in her approach. She feels well supported by the proposed RI who is in regular contact and visits the service often. The manager is also assisted by a staff team who promote the high standards and ethos of the service. Staff told us *"It's not the same here every day, even when we have a bad day, it is such a worthwhile job"*, *"It's a very rewarding place to work, [manager] is something else!"* and *"We are a really good team with a great manager"*. Shift handover meetings provide the opportunity for all staff to discuss the people using the service and to ensure any changes in their care and support is communicated. A further meeting is also held to offer staff the opportunity to reflect on and talk about their shift. One care worker told us *"We communicate well together as a staff team. We have set up a culture where all of us need to communicate well and learn in a safe environment"*

A family member told us *"The staff at Tir Eion are fabulous with X and have made him and ourselves as a family feel very welcome. Everyone is very accommodating and approachable when there are questions to be asked about X's stay"*.

Professionals praise the leadership and management of the service telling us *"From my perspective [manager] has always been an excellent leader and manager, she has been accommodating and considerate to requests and emergencies"* and *"The service that is provided by [manager] and her support staff is absolutely second to none. [Manager] in particular ensures that she is able to arrange the admissions so the person can get an appropriate level of care and support for their needs"*

All staff receive a comprehensive induction to the service. A range of mandatory and specialist training allows care workers to support people living with very complex needs. Staff told us about the range of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate a clear understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks. There are some gaps in staff supervision and appraisal records. This has been discussed with the manager and assurances have been given this will be addressed.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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