



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

02/08/2022

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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	16&17/ 1/ 2019
Does this service provide the Welsh Language active offer?	Working Towards. 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.

Summary

People staying in Tir Einon respite service benefit from the care and support they receive through the knowledgeable and caring staff team. Promotion of people's individual health and wellbeing underpins the aim of the service. Care and support plans are detailed and provide a good sense of the individual, their complex needs and how best to support them. External professionals are actively involved in the support people receive.

A dedicated and enthusiastic manager leads the ethos of the service. Staff respect and value the manager who is well supported by the Responsible Individual (RI). There are a range of monitoring and audit processes in place, and the RI has good oversight of the service.

Well-being

People have their choices and views recognised and listened to. Care records give a good sense of the person and reflect their individual needs and preferences. 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. Their opinions are sought as part of the Regulation 73 visits conducted by the RI. Care and support is delivered according to people's specific needs and wishes and this is adapted when needed to better suit them. A dedicated and enthusiastic manager sets the ethos of the service, which values their staff and strives for the best for people staying in Tir Einon.

People are protected from the risk of harm and abuse. Staff speak caringly about the people staying in the service and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. Robust recruitment measures ensure staff working at the service have the right skills and approach to care and support. The service actively liaises and works alongside health and social care professionals to ensure people remain as healthy as possible.

Care and Support

Staff have a very good understanding of the needs of those they support. Care workers speak enthusiastically about caring and supporting the people staying in the service. Care workers told us *“I like respite care – it’s always different, the individuals come first”, “I really enjoy the role. It has lots of different challenges, but I love the people we look after”*. Staff support people according to their individual needs and are sensitive to any changes the person may be expressing or demonstrating. Throughout the inspection visit staff interacted positively and caringly with people using a range of communication techniques.

There are sufficient staffing levels in place to meet the care and support needs of people staying at the service. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. Given the complex needs of people, staff support each other during their shifts to ensure they can each give of their best to the person they are supporting.

Care staff have access to care plans which provide very good details about the support people require to remain healthy and their individual needs. The plans provide a real sense of the individual and involve the person where possible, relatives and community teams in their development and reviews. Health and social care professionals are involved with people, and this is well documented in their care records. There are comprehensive risk assessments in place, which are reviewed regularly. Care staff have a thorough understanding of the people they support, and the complex needs they live with. There are safe procedures for the storage, administration and disposal of medication.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. The manager and staff are clear on these and their responsibilities around protecting people from infection. One care worker told us *“[the manager] is fabulous!, she works really hard and is very clear what we need to do to protect us all from Covid”*.

Environment

Arrangements are in place to minimise risk to people's health and safety. Testing and servicing of fire-fighting equipment are undertaken within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and have appropriate risk reducing features.

Substances hazardous to health are stored safely and communal areas and people's personal rooms are uncluttered and free from hazards. There are infection, prevention and control measures in place in line with current Public Health Wales guidance. There are appropriate procedures in place for visitors. The service is clean, well maintained with no malodours.

The service ensures the environment supports people to achieve their personal outcomes. Prior to each admission a respite preparation information sheet is completed. This gives details how the rooms need to be prepared including: the bedroom, lounge, bathroom and communal areas. The information also includes any specific activity items needed e.g., iPad, games, arts and crafts and whether there are any other special requirements for the person. There are soft furnishings within people's rooms to safeguard them against injury. The secure gardens are welcoming and 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 thorough governance arrangements in place. The RI has undertaken Regulation 73 visits during the period of the Pandemic. CIW have been provided with copies of the reports, which confirm she speaks to people and staff as part of her visits to the service. Staff confirmed this with us. There are a range of monitoring tools and audits undertaken by the manager and senior managers. Actions required from these audits are acted upon and reviewed regularly. The manager values the RI and feels well supported by her.

Staff are knowledgeable, competent and valued to support people staying in the service. Through discussions and observations, it is evident that staff have a good understanding about the people they support and the specific needs of each individual. Training and induction records demonstrate staff have a robust induction and a range of training opportunities to develop their knowledge and practice.

Care workers told us they are well supported, particularly given the often complex needs of people staying in the service. They told us "*the manager is lovely – things have changed for the better since she started*", "she's [manager] really good, and listens to us. She supports us 100%" and "*we are definitely a brilliant team. Great staff, all here to help each other*". We joined the end of shift meeting where staff can reflect on their shift, share what went well or not so well and discuss the people staying in the service. The manager has arranged a number of information and inspirational displays to support and recognise her staff team including a one-page staff profile to inform their teammates about themselves, what makes a good day or bad day for them and the teams purpose.

Staff records show they receive supervision; however, these are not always being held within the required timescales. This was discussed with the manager at the time of the inspection, and assurances were given that this shortfall will be addressed. Staff receive an annual appraisal. Recruitment records hold all the required information and checks.

There are up to date and regularly reviewed policies and procedures in place to support staff. The manager sends appropriate on-line notifications to CIW. The Statement of Purpose accurately reflects the service being provided in Tir Einon.

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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