



Inspection Report on

Awel Tywi

**Awel Tywi Home
Bethlehem Road
Llandeilo
SA19 6SY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30/03/2022

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About Awel Tywi

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	38
Language of the service	Both
Previous Care Inspectorate Wales inspection	23/05/2017
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 receive a service through a manager and staff team who are respected by the people living in Awel Tywi, their relatives and visiting professionals. The Responsible Individual (RI) has good oversight of the service through their Regulation 73 visits and quality audit tools.

The health and wellbeing of individuals is important to those working in the service. People and their relatives corroborate this. Care records provide a sense of the person but some details need to be kept up to date. Care workers are well trained and knowledgeable about the people living in the service.

The environment is homely but dated in places. The service is well maintained, it is clean and there are no malodours. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

Well-being

People are protected from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet them. Care records provide information about the requirements and preferences of people. Whilst the records give a sense of the individual, they need to be kept up to date.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. A dedicated manager who is respected by his staff team leads the service. The service liaises with health and social care professionals to make sure people remain as healthy as possible. Care staff are clear on their responsibilities to protect people and are supported by policies, which are regularly reviewed and updated.

People's choices and views are recognised. People can take part in one to one and group activities of their choice. The RI seeks the views of individuals living and working in the service during Regulation 73 visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. They are offered choices of meals and refreshments and are involved as much as possible in their care.

Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean, well maintained albeit in need of updating in some areas.

Care and Support

Dedicated staff have a good understanding of the needs of the people living in the service. Care workers are able to give details about people's history and their specific care needs. Interactions between staff and people are kind and caring and they enjoy supporting individuals and working in the service. They told us; *"I love my job and I like to empower residents and make their care person centred"* and *"I like to get to know the residents and their families"*.

People are happy with the care they receive and compliment the staff, they told us, *"they [carers] are wonderful here, it feels very homely"* and *"it's absolutely lovely here...it is my home"*. The positivity about the care also extends to family members and visiting professionals who told us; *"my mother is very well cared for, they [care workers] are all super, they keep me informed"* and *"the staff know the residents and are very caring"*.

All the people we spoke with tell us they feel safe living in Awel Tywi and are comfortable raising a concern if they need to. One person told us; *"I have no concerns at all, the staff are all very kind and I would talk to them if I had an issue"*. Relatives echo this opinion; *"I would have no hesitation in raising a concern and know it would be looked into"* and *"I'd have no issues in raising a concern and feel it would be dealt with"*.

Care and support plans have good details and in the main give a sense of the individual. However, plans should accurately reflect the current needs of the person to ensure their care and support needs are met. People and or their representatives, sign their care plans to demonstrate they are involved in their care. Health and social care professionals are involved with people and this is well documented in their care records. One person told us of the improvements to their health since moving into the service *"My blood sugar levels have never been so good and I've started to put weight back on!"*

Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. A good proportion of the staff team are able to communicate in Welsh, which we observed during the inspection.

People are able to participate in regular group and individual activities; however, these have been limited during the height of the pandemic. As restrictions relax plans are afoot to increase the number of external activities and visiting entertainers for people to enjoy over the coming months.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Menus are updated according to the season and in consultation with people. Meal times appear to be a very positive and an enjoyable social event. Meals are well presented, hot and choices readily available. One person told us *"the food is amazing! There are always choices"*.

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.

The manager works with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection prevention and control measures.

Environment

Arrangements are in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are carried out within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection prevention and control measures are in place, there are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors, who come to meet their relatives at the service. Appropriate and safe measures are in place to facilitate relatives and friends to visit. This is kept under review. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. Suitable arrangements are in place for the washing and drying of people's laundry. Additional equipment purchased support staff with this task. There are thorough maintenance checks, servicing and audits in place. The environment is clean and free from malodours.

The layout of the service enables people to use the facilities available to them safely. In the main, the environment supports people to achieve their personal outcomes. The décor within some areas are dated and could do with refreshing. Communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath. People's bedrooms are personalised with items of furniture, ornaments, photographs and artwork. The new bi-folding doors in Ty Dinefwr wing has greatly improved the communal lounge and makes the room bright with clear views of the garden. Consideration should be given to add a visual aid to identify the panes of glass in the doors to reduce the potential risk of injury to people.

The communal gardens and grounds are well maintained and offer areas for people to sit socialise and enjoy during warmer weather. The Dementia friendly garden for people living in Ty Dinefwr provides a well-designed, safe and sensory environment for themselves and their visitors to enjoy.

Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits during the Pandemic. CIW have received copies of their reports, which demonstrates they speak to people, and staff as part of the visits to the service. Staff and people confirmed this with us, one said *“I have known [RI] for some time, she is really approachable and takes an interest in staff and the residents”*. There are a range of monitoring tools and audits undertaken. Actions required from these audits are acted upon and reviewed regularly.

Staff are knowledgeable, and competent to care for people living in the service. Staff attend a range of mandatory and service specific training and records confirm this. Care staff told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals. Staff records show they receive a good induction, have regular supervision and an annual appraisal. One care worker told us *“I have supervision regularly, and with all the training provided really supports me in my job”*. Staff files are well organised and hold the majority of the required documentation. Staff contracts of employment, are held in the Human Resources department but should be readily available for inspection.

Staff speak enthusiastically about the manager and feel supported by him. Care workers told us *“the manager is really approachable – he’s lovely”*, *“the manager is great – very approachable and he cares about us and the residents”* and *“It’s very good here, [manager] is great, straight forward and clear – I appreciate that, he is very fair”*. People living in the service, their relatives and visiting professionals view the leadership and management of the service positively. They told us *“I have no concerns at all, all the staff and [manager] are very kind”*, *“Absolutely no concerns – the home and manager are excellent”* and *“This is an excellent home. It is well staffed, the manager is very conscientious”*.

Staff follow appropriate infection prevention and control measures and are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff.

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 inspection	N/A

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