



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

27/06/2023

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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	30/03/2022
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

The manager is well supported by the Responsible Individual (RI) to deliver a service which is appreciated by the people living in Awel Tywi, their relatives and visiting professionals. The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Care staff are well trained, knowledgeable about the people they care and support and this is corroborated by those living in the service and their relatives. Care records provide a good sense of the individual, reflect their current care needs and involves the person and/or their representative.

The environment is clean with an ongoing programme of painting and upgrading in place. Internal decorations support people to orientate independently and the communal gardens offer places for people to socialise and follow hobbies and interests.

Well-being

People have their choices and views recognised. People personalise their bedrooms, are choose their meal preferences. They get up and retire when it suits them. The individual and /or their representative are involved in the planning and reviews of their care. Their views about the service are actively sought by the RI through their Regulation 73 visits and through questionnaires used to inform the six monthly Quality of Care reports. People converse and receive information in Welsh if this is their preferred language.

People have the care they need. 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 these. Care records provide information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

People are safe from the risk of harm and abuse. People and / or their representatives can raise concerns about the service should they have the need to do so. There are strong recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager and deputy manager who are in turn is well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

People achieve their well-being because of the environment. The internal decoration supports people to orientate themselves around the corridors or to their bedrooms. The gardens offer a safe place for people to relax, meet visitors and follow their hobbies and interests.

Care and Support

People receive the care they need. Care staff have a good understanding of the needs of the people living in the service. They know about individual's histories and their specific care needs and daily preferences. The service is in the process of changing to an electronic care records system. The care records we looked at provide a good sense of the individual, their daily routines and specific care and support needs. Accompanying risk assessments are also being regularly reviewed. There is strong evidence of the person and/or their representatives being involved in their care planning and reviews.

People, their relatives and a visiting professional told us they feel the care and support provided is consistently good including *"I am very happy living in Awel Tywi, the carers are great", "its lovely here", and "I have absolutely no concerns about my mother living here. The carers are very good, they are kind and patient"*

Health and medical professionals are involved in the care and support of people when required. There are good links with the local GP practice who continue to provide a weekly GP visit to the service. This is well documented in care records. A visiting healthcare professional told us *"the manager and carers are all very good. They know the residents and care for them very well. They do basic dressings for us and follow instructions well"*. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance and training on oral health for vulnerable people.

During a number of observations throughout the inspection care staff interacted very kindly with people. A number of the staff team communicate in Welsh with people, which we observed during the inspection. People choose when to get up and retire, there are always a range of meal options and bilingual information is readily available.

People feel safe. During discussions people told us they feel safe living in Awel Tywi and are able to raise concerns if they need to. They told us; *"I know I can speak to [manager] or one of the carers if I am concerned about anything", "I'd just let [manager] know if there was something wrong, he'll deal with it"*. Relatives told us they would feel able to raise a concern if they needed to *"I know if I had any concerns I could speak to [manager] or a member of the team and it would be sorted"*. There are details of Carmarthenshire County Council's complaints procedure provided to people when they move into the service and displayed in communal areas.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered required and all visitors are required to sign in and out of the service. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours. Appropriate measures have been taken to clearly distinguish the patio doors in Ty Dinefwr unit to prevent people injuring themselves.

People are supported to achieve their personal outcomes. Whilst the décor is a little dated in places, the communal corridors are distinctive with pictures, art works and displays to help orientate people to their bedrooms. The provider is working with the Fire Service around décor, displays and signage in communal areas of the service. Communal bathrooms are clean and more welcoming as artwork transfers have been placed on the wall around the bath. There is an ongoing refurbishment programme of painting and decoration. We were shown a number of bedrooms which have been redecorated. Bedrooms are personalised by people according to their wishes and likes including pictures, photos, ornaments and small items of furniture.

Communal gardens are well maintained and inviting for people to use. There are a number of seating areas, raised beds and borders which are well stocked with plants and shrubs. We saw people using the garden to socialise and to tend to their fruit and vegetable plants. One person told us *"I enjoy growing the tomatoes and cucumbers. I give them to the kitchen to use"*.

The Dementia friendly designed garden offers people the opportunity to enjoy the surroundings safely whilst exploring points of interest including a sensory area and water feature. We saw one person walking around the garden, smelling the flowers and sitting in the garden. It was evident they were enjoying spending time in the garden.

Leadership and Management

People are cared for by knowledgeable, well trained and a supported staff team. Care workers have a good understanding of the people living in the service and are able to provide details about the individuals in their care and their particular care needs. Care workers attend a wide variety of training courses both mandatory and specific. They told us *“I have attended a range of training including Dementia care and oral care”* and *“we have lots of training and great support to complete the QCF qualification. I am about to complete Level 2”*. Records confirm staff attend a variety of training courses. The care staff we spoke with also demonstrated a good understanding about their responsibility to protect the people living in the service and to report any concerns. A care worker told us *“I would speak to a senior, the deputy or the manager if I have any concerns about a resident, their safety is paramount”*. Care workers receive regular documented supervision and an annual appraisal; the staff we spoke to confirmed this. Supervision and appraisal records confirm what we were told.

The manager is well supported and feels he has a very professional relationship with the RI. Care workers speak positively about the manager, deputy manager and working in the service. they told us *“I feel well supported by the manager and deputy. They listen to staff if we raise any concerns or issues”, “[manager] is very good. He is always there if needed”* and *“It’s a lovely home to work in, [manager] and [deputy] are great and very supportive”*.

People can be assured there are thorough governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. There are strong recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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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