



Inspection Report on

Y Bwthyn

**Y Bwthyn Residential Care Home
Bigyn Road
Llanelli
SA15 1PA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/05/2022

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About Y Bwthyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	32
Language of the service	Both
Previous Care Inspectorate Wales inspection	7/5/2019
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

An experienced manager leads a dedicated staff team who are valued by people living in the service, 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, wellbeing and safety 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 need to be kept up to date. People and / or their representatives are involved in their care when able to. Care workers are well trained and knowledgeable about the people living in the service.

The environment is well maintained, clean with no malodours but communal bathrooms could be made more welcoming. 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 these. Care records provide information about the requirements and preferences of people. Records about the involvement of health and social care professionals need to be kept up to date to make sure people remain as healthy as possible. People tell us they feel safe living in y Bwthyn.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager who 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. 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 communal bathrooms could be made more welcoming.

People's choices and views are recognised. The RI seeks the views of people who live and work in the service during Regulation 73 visits. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. Individual choices are well documented in care records. The environment offers several communal areas for individuals to meet their visitors and socialise.

Care and Support

People feel they receive the care they need and compliment the staff and the service. They told us, *“It’s a lovely home, the carers are great”, “It’s a beautiful home – I’m very happy here”* and *“I am very happy, they are all very good”*. Family members also speak highly of the service and comments include, *“I feel relieved that my father is here. I have no concerns about the quality of the care. I know if I had a concern I can speak to the manager or a staff member”* and *“I have no concerns about the home, the carers seem very good”*. All the people we spoke to told us they feel safe living Y Bwthyn. This is also echoed by the relatives we spoke to. There is a clear complaints procedure included in the information given to people and / or their relatives on moving into the service. Notices in communal areas also explain how to make a complaint.

Care staff have a good understanding of the needs of the people living in the service. They know about individual’s history, their care needs and daily preferences. Interactions between staff and people are kind and caring. Care workers enjoy supporting individuals and working in the service. They told us *“Its good here, I’m very happy, we are a good staff team”, “I love it here, I enjoy the work, the residents and staff”* and *“there is nothing better than getting home and thinking that was a really good day”*.

On the whole care and support plans have good details and give a sense of the individual including language preferences, dietary needs and day to day routines. Many of the staff team can communicate in Welsh, which we observed during the inspection. There is evidence of health and social care professionals being involved in people’s care, however, records should be kept up to-date to reflect this. Where possible, people and or their representatives, sign their care plans to demonstrate they are involved in their care. There are good practices around the storage, recording and administration of medication.

The kitchen has a five-star food hygiene rating with varied menus offering daily choices. People told us *“meals are lovely, there are always different choices available if I want”*. Menus are updated according to the season and in consultation with people. Mealtimes appear to be a very positive and an enjoyable social event.

Environment

There are arrangements in place to minimise risks to people's health and safety. 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. Emergency alarms are accessible and when activated are responded to in a timely manner. Window restrictors are in place.

Infection prevention and control measures are in place. There are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are used for all visitors. There are appropriate and safe measures to facilitate relatives and friends to visit. This is being 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. There are thorough maintenance checks, servicing and audits in place and the maintenance officer understands their roles and responsibilities. Additional training for all maintenance officers within the organisation is being planned at this time. The environment is clean and free from malodours.

Furniture and fixtures are well maintained. People's bedrooms are personalised with their own of furniture, pictures, photographs, and items important to the individual. Bedroom doors have been dressed to look like front doors to assist people's orientation. There are several communal areas for people to socialise. The communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath. This is particularly pertinent when one person's care records states "*X enjoys a bath with bubble bath*"

The communal gardens offer people and their visitors' attractive areas to sit and socialise in warm weather. People can help plant up pots and maintain the gardens, one person told us "*I like planting, but not as keen on the weeding!*"

Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken the three-monthly Regulation 73 visits and the six-monthly Quality of Care report. 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 staff member said; *"[RI] visits regularly and speaks to staff and the residents"*, another told us *"She always spends time to speak to staff and residents, she is interested in us"* and a person told us *"yes, I have chatted with her a few times when she visits, I remember her as the manager here, she is very good and kind"*. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. The manager receives regular supervision from the RI and feels well supported by her.

Staff are competent, knowledgeable, and supported to care for the people living in the service. They attend a range of mandatory and service specific training and records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling practices. Staff records show they receive a good induction, are having regular supervision and an annual appraisal. Care workers told us *"we've had a lot of on-line training during the Pandemic, but face to face training is starting back again"*, *"I have regular supervision with [manager], I find them really helpful"*. Care workers speak highly of the manager and the support she provides, they told us *"she [manager] is very helpful"*, *"her door is always open"* and *"you can speak to [manager] whenever you want to"*.

Appropriate clearances and checks are completed prior to staff commencing employment. However, staff contracts of employment are held in the Human Resources department but should be readily available for inspection. Staff follow appropriate infection prevention and control measures and can 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.

Relatives and visiting professionals praise the staff and manager, their comments include *"I think this is a very good, well-run home, the manager and staff are very good"* and *"I have no issues with the home, it is well managed, the carers are very good, they follow clinical instructions well and I think they provide very good care"*. Throughout the period of the inspection, staff interact and support people in a caring and respectful manner, which adds to the welcoming and happy atmosphere in 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

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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