



## Inspection Report on

**Tyddyn Mon**

**Tyddyn Mon  
Hendy Brynrefail  
Dulas  
Amlwch  
LL70 9PJ**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**28/06/2023**

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## About Tyddyn Mon

Type of care provided	Domiciliary Support Service
Registered Provider	Tyddyn Mon
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the service's first inspection since its re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	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 are very happy with the support provided and are fully involved in decisions regarding the care and support they receive. Promoting people's independence, choice and control are given priority. Opportunities are facilitated for people to take part in social activities and in community events. People are protected from harm but are also encouraged to take risks, in a safe and managed way. Relatives of people who use the service highly praise the care, support and opportunities provided. Staff are very happy working at the service, feel very supported in their roles and receive appropriate training. There are structured and thorough arrangements in place to continually monitor the quality of the service to ensure people are achieving their desired outcomes. People's views regarding how the service is run is given utmost importance, is actively sought, and acted upon when developing the service. There is a drive at management level to consistently improve and develop the service provided, even during challenging periods such as the pandemic. Good practice examples, which have led to positive outcomes for people, are shared widely across the sector and there is engagement with national policy makers regarding improving the lives of people with learning disabilities.

## Well-being

People's rights are promoted. The voices of the people who use the service are given the highest status at all levels of the service. Support is provided to enable people to make choices about how they wish to live their lives the way they want to. Choices are available to people in all aspects of day-to-day life, so people always have as much control over their lives as is possible. People told us they feel "*listened to*" and "*good*" because they can "*make my own choices*" and decisions.

People are happy and praise the service they receive. Feedback we received from people who use the service include: "*excellent*", "*brilliant*", "*good staff*", "*I like my staff*", "*very happy*", "*good fun*", "*staff are nice*" and "*staff are like family*". People are encouraged to have ambitions and support is provided to successfully achieve their goals.

People are supported to develop their full potential. There is a solution-focused way of working with people to continually develop and progress people's independence. We saw several examples where people's lives had changed significantly in terms of the skills they had learnt, the activities they took part in and their participation within their community. Often these successes also occur within a short space of time. We saw several examples of people moving on to live in their own place in the community, with only minimal ongoing support required. Staff told us they wanted to support people "*to have a full and enriched life*" and to "*see people grow*" and "*flourish*". Care workers enjoy contributing to making improvements in people's lives and are proud of people's achievements. Relatives told us they had seen an "*incredible development*" and noticed an "*increase in confidence*" in their family member.

People can contribute to their community. Arrangements are in place to enable people to play a part within their community in various ways. People are supported to go shopping, attend social events, volunteer, take part in sporting events and over time to take part in activities independently, if they want to. Many relatives told us they feel the service is "*excellent*", and they have a "*great deal of trust and confidence*". They find staff are "*very helpful and supportive*", "*caring*", "*brilliant*", "*friendly and approachable*".

People's physical and mental health and emotional well-being are promoted. Records show people's health and emotional needs are known before they receive a service. Personal plans and risk assessments are in place to inform care workers how each person wishes to be supported as well as what care staff must do to enable people to stay well. Families are involved in the care planning process, where appropriate, which helps to provide people with a continuity of care. Staff are familiar with people's individual needs and receive the right training to assist them to provide people with the correct care.

## Care and Support

Extensive preparation work is completed before new people begin to receive a service to ensure people receive the right care and support from the start. We saw great efforts are made to gather as much information as possible from the person themselves as to what support they would like to receive and what outcomes they would like to achieve. Further information is collated from families, people who currently support the person and professionals who know them. Opportunities are arranged for people to get to know the staff who will be supporting them before the care is started. People who already use the service have created various resources, such as short videos, which explain to people what they can expect from the service. We saw people have a positive experience and a smooth transition when they start to receive a service.

High quality care and support is provided which enables people to achieve their desired outcomes and beyond. People and their families are fully involved in all aspects of the care planning process. Each person is given the individual support they need to contribute as much as they can to decisions about the care and support, they need. People's own wishes and aspirations are the central point of all care planning discussions, and their views are recorded in detail within easy read and pictorial care planning documents. Relatives told us the staff *"go out of their way to meet individual needs."* We saw people are supported to widen their life experiences, to learn new skills, to increase their independence and to become a part of the community they live in. People's independence is significantly increased after they start to receive a service. Risk assessments are used to facilitate positive risk taking, which enable people to take part in a wide range of activities which noticeably enhance the opportunities available for people to enjoy.

People told us they are very happy with the care and support they receive. We saw people have very good relationships with the care workers who support them. Staff are respectful and are kind in their interactions with people. Staff, and management, get to know the people they support well, and they are familiar with each person's individual needs. We saw people's achievements were recorded within their care review documents and there is a continuous conversation with people about what else they would like to do, learn, or take part in next. People are encouraged and fully supported to reach their full potential and goals. We saw several people had successfully moved on to more independent living settings because of the positive outcomes they had achieved. People are supported to undertake paid employment related to their interests and what they enjoy doing. Relatives told us their family members have a *"very good quality of life"*, and *"has a lot out of life now"*.

## Leadership and Management

There are clear arrangements in place to oversee the smooth running of the service, which contributes to people's ability to achieve their personal outcomes. Policies and procedures are in place to fulfil the aims of the statement of purpose and to place people at the heart of the service. We saw several examples where leaders drive innovation and progression in relation to service delivery. Ideas are shared wider with other providers and stakeholders. Examples include trialling sensory interactive projectors, wheelchairs which cover all terrain and working with professionals to test the effectiveness of different clear mask designs which assisted people who lip read during Covid-19 pandemic. Connections are made with policy makers at national level to drive improvements in opportunities for people with learning disabilities.

People can access information about the service in a format they can understand. The statement of purpose accurately describes the service provided. There is a service user guide available in an easy read and pictorial format, as well as a short video presented by a person who uses the service. This enables people to make an informed decision regarding using the service.

People who use the service are involved in interviewing new staff and in the decision-making process of appointing new staff. Care staff are highly motivated to make a positive difference to the lives of the people they support. Care staff told us they enjoy their work, and they all feel valued and supported by management, feedback we received includes *"fantastic company"*, *"great company"*, *"excellent working environment"*, *"proud to be working with fantastic teams"*, *"enjoy every shift"*. Staff praise the teamwork ethos of their co-workers, stating they help each other to ensure people receive the best possible care; *"abundance of trust and respect for each other"*. Many staff have worked at the service for years which means they are experienced and highly skilled. This also provides consistency to people who use the service. Relatives told us they felt this was important and was a positive aspect of the service. Staff feel the training opportunities available to them are *"excellent"* or *"good"* and training records show staff receive training which is relevant to their roles. Staff receive regular one-to-one supervision sessions with a manager and an annual appraisal. All the required pre-employment suitability checks are completed before new members of staff start to work at the service.

People can be assured robust processes are in place to consistently monitor, review and improve the quality of the service provided. The people who use the service are recognised as the people who are best placed to say how they want the service to progress and develop. The Responsible Individual (RI) told us they wanted *"the voices of the people who use the service should be the loudest we listen to"*. Because of this, people who use the service have paid roles as Expert Advisors to the Board of Trustees for the service provider. The designated RI visits each individual setting at least every three months, to assess how the service is being delivered. The RI uses the Reach Standards (which is a nationally recognised tool used to assess the quality of services provided to people with a learning disability) to report upon the findings of their visits to the services. This places people and

their experiences of using the service at the centre of the quality monitoring process in place.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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