

# Inspection Report on

Yr Ysgol Ltd

Yr Ysgol Heol Giedd Ystradgynlais Powys SA9 1LQ

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

**Date Inspection Completed** 

24th March 2022



# **About Yr Ysgol Ltd**

Type of care provided	Care Home Service
	Adults With Nursing
Registered Provider	Yr Ysgol Limited
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	Click or tap here to enter text.23rd January 2020
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'.

### **Summary**

People are supported very well and cared for by an experienced, committed and well trained care team and supportive management team. All feedback gathered as part of the inspection was very positive about the culture in the service and people informed us they are happy. Relatives were also highly complementary and positive about the service provided. There are good processes in place to help maximise people's engagement their support planning. There are robust governance arrangements in place and the registered manager, deputy manager and responsible individual (RI) are visible in the service.

The environment is of an extremely high standard; well maintained, clean and provided in accordance with the objectives detailed in the statement of purpose (SOP). Safety checks and service schedules are completed in-line with current guidance and requirements. There are robust infection control and Covid 19 measures in operation. There are sound recruitment checks in place and care workers receive a thorough induction and training to perform their roles competently. The service is provided in accordance with people's outcomes and aspirations.

People are cared for and supported with dignity and respect. We saw very positive and supportive interactions between care workers and people throughout the inspection. People told us they are happy living in the service. People are supported to maintain and develop skills. We saw people are relaxed and appear to enjoy living in the service. We spoke to people and relatives who were all positive and extremely complimentary of the service provided. We also saw people being supported to access external activities. The service has experienced staffing challenges attributed to Covid 19 which has meant lower staffing levels than normal at times. The managers and RI are confident this is improving and recruitment is on-going. Care workers, nurses and managers receive a wide range of core and specialist training to ensure they are fully able to meet people's needs and outcomes.

The RI is present in the service and visits regularly. There is good oversight of the quality of care provision from managers and the RI. Care workers, people and relatives all informed us that communication with the manager and RI is good and that issues reported are acted on promptly and appropriately. Personal plans are clear, informative and detailed, they are focused on people's goals and aspirations and relate well to care staff recordings. There are detailed and through risk assessments in place where required.

The environment is well maintained, safe and provided in accordance with the objectives defined in the SOP. All communal areas and bedrooms viewed are of an extremely high standard and meet the needs of people well. There are extensive and well-presented outside areas accessible to people with mobility issues. People are safe and routines such as fire checks and electric safety certificates were viewed on inspection and found to be fully compliant. There are robust medication administration procedures in place and regular audits completed to ensure good compliance is maintained.

People are protected from neglect and abuse as care workers know what to look out for and how to raise concerns. Care workers are trained in safeguarding practices and there are clear and regularly reviewed procedures to guide them. Care is provided in accordance with protocols covering capacity and restriction of freedom. Detailed risk management plans support people to keep as independent and safe as possible. There are clear and thorough policies and procedures to guide staff in their work roles.

#### **Care and Support**

People are provided with care and support which considers and meets their wishes, needs, risks and goals. The provider has a thorough and current online personal plan that clearly details how care and support is provided. Personal plans demonstrate what is important to the person and how best to support them to achieve progress. Detailed risk assessments are in place to correspond with these plans. People's ability to be involved in care planning is considered and we saw Depravation of Liberty Safeguards (DoLS) authorisations are in place where necessary. Recording of support given is detailed and regularly reviewed. Records also link to specific outcomes documented in support plans. People have a nominated care worker who is responsible for updating support information and ensuring the individual is involved and consulted in care planning. We were informed staffing has been difficult on occasions due to the impact of Covid 19. The service uses agency staff to help cover shortages. We were informed by the manager this is improving and several new staff have recently been recruited. This has had an impact on people accessing community activities although; we saw several people being supported to attend outside hydrotherapy sessions. The manager told us community activities are increasing as staffing levels improve and return to pre pandemic levels. A person told us "Staff are great and look after us very well. Great food and amazing staff no complaints". A relative "Communication really good and nothing is too much trouble. No issues or concerns".

People have access to health and other services they need. We read detailed records including appointments, outcomes and actions which are stored in a section of the support file. People are supported to attend healthcare appointments as necessary in relation to their physical and mental health. The support is further supported by the availability and provision of specialist healthcare practitioners employed by the provider including mental health nurses, physiotherapists, occupational therapists etc. Many staff in the service have been in post a number of years and know people very well.

There are safe systems in place for the management of medication. We saw medication is stored securely in a dedicated medication room. Records of daily temperature checks were seen to ensure safe storage of medication. Medication Administration Records (MAR) are completed appropriately with signatures of care staff present. Staff assisting people with medication are trained and deemed competent to do so.

The service has thorough policies and procedures in place in relation to infection control and Covid 19. There are cleaning schedules ensuring all communal areas are deep cleaned thoroughly and regularly. Where necessary people are supported to clean their bedroom and en-suite facilities regularly. There are procedures in place to manage visitors to the service. We were asked to produce evidence of a negative lateral flow test (LFT) on arrival. All care workers were seen to be wearing personal protective equipment (PPE) appropriately and safely. Care workers are testing for Covid 19 as required by current national guidance. There are good supplies of PPE available.

#### **Environment**

People are supported in a clean, safe, well-maintained and high-quality environment where risks are identified and managed appropriately. We were shown all internal and external areas of the home including a selection of bedrooms. There are keypad secure doors to ensure risks are mitigated and people are safe. Bedrooms seen were spacious, nicely decorated and personalised with people's belongings and interests all being en-suite. The service meets the needs of people extremely well. There are multiple communal areas giving choice to people about where they wish to socialise or have quiet time. There are wide corridors and all accommodation is accessible for people who use wheelchairs, including external areas. There is a large, dedicated training room and staff facilities on the upper floor. Also, large external grounds that are presented to an extremely high standard and designed around the needs of the individuals living there.

We were told by care workers and managers that any reported maintenance issues are addressed promptly. There is a dedicated maintenance person working in the service. We saw regular service checks are carried out. This includes electricity, water, gas safety and electrical portable equipment checks (PAT). Safety certificates were checked and found to be in date. Fire safety procedures and checks are completed routinely and documented. All people have a current personal emergency evacuation plan (PEEP) in place. All COSHH (Control of Substances Hazardous to Health) products we saw were stored correctly and safely. Service updates have been recently completed including updating one of the medication rooms, new flooring and re-decoration throughout the home.

We viewed a well maintained and clean kitchen. The service has a current food hygiene rating of 5 (very good) which is the highest score available from Environmental Health. People informed us they enjoy the food provided and also have choice regarding what they eat. We spoke to a cook who showed good knowledge regarding food preparation in respect of people with swallowing difficulties and those who require specialist diets. We also saw a large well designed laundry area with systems to separate soiled and clean washing maintaining good infection control.

# **Leadership and Management**

The RI, service manager and deputy manager have developed clear and robust processes for the oversight of the service. Care workers informed us managers and the RI are

accessible and supportive. A care worker said, "support is very good – colleagues are brilliant, management are really good". We were informed by care workers and the manager's that the RI visits the service on a regular basis. We saw records of visits including discussions with people and managers. We also viewed the latest quality of care review which contains a detailed overview of the service including feedback from people and care workers. There are clear robust policies and procedures for staff to follow. We looked at a sample of policies, including; infection control, complaints, safeguarding and medication. These have nearly all been reviewed recently. The SOP has recently been reviewed and accurately describes the service provided.

People are supported by a dedicated team of nurses and care workers who have been recruited safely and are well supported in their roles. This is complimented by other professionals' involvement, who are also employed by the provider. Many of the staff have worked in the service for years and are very familiar with the needs of the people being supported. We looked at three staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The training matrix seen shows almost all mandatory training requirements of the provider are up to date. This includes infection control, safeguarding, health and safety, fire awareness. Also, specialist training including; acquired brain injury, diabetes, learning disability and behavioural support. We were told by the manager the service is currently preparing for re-validation of accreditation with the Huntington's Disease Association. This is a quality assurance programme promoting an extremely high standard of care and support for people with Huntington's Disease. Care workers spoken with confirm they attended safeguarding training and understand their responsibility in relation to this. There are detailed and thorough safeguarding policies and procedures in place to guide care workers. We saw staff receive routine formal supervision and an annual appraisal. New care workers undertake a thorough induction process aligned with the All Wales Induction Framework (Social Care Wales). Care workers spoken with are complimentary of the training and support they receive. Comments from care workers include: "good training and up to date". Also: "Yr Ysgol is a fantastic place to work and I feel very privileged to have found a job I love".

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	

## **Date Published** 31/05/2022