



Inspection Report on

Clynfyw CIC Domiciliary Care Agency

**Clynfyw Countryside Centre
Abercych
Boncath
SA37 0HF**

Date Inspection Completed

31 March 2022

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About Clynfyw CIC Domiciliary Care Agency

Type of care provided	Domiciliary Support Service
Registered Provider	Clynfyw Community Interest Company
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that does is able to provide an 'Active Offer' of the Welsh language. Whilst information is not currently available in Welsh, this could be made available should the need arise. Currently, there are some people and staff who speak Welsh.

Summary

People who have made Clynfyw their home, either for the long term, or for shorter periods of respite, are supported in an environment which promotes independence and a good sense of wellbeing.

People's needs are met by workers who consider themselves to be effectively trained and supervised, and who mostly feel valued.

Managers are visible; approachable and well regarded by those using and working in the service. The values of the service are shared by those who are part of it.

There is a range of things for people to do both within Clynfyw and in the local area with an emphasis on promoting independence and, as stated in the Statement of Purpose, helping people to *"expand their horizons"*.

There are some effective governance arrangements in place to monitor quality and to reflect on practice, but these are not always in accordance with regulations.

Well-being

People are safe because staff know the action they must take if they suspect a person is at risk or is being abused. They are confident managers would take the appropriate action to safeguard people. Incidents are seen as learning opportunities and time is taken to reflect on things that have occurred within the service.

The physical environment contributes positively to people's wellbeing. There is easy access to a range of communal areas and outside space for the times people are not in their homes. People, and their relatives speak favourably about the physical environment and the facilities at Clynyfw. There is clear evidence of investment into the service with the imminent opening of a shop.

People have very good relationships with those supporting them. People described the care workers and managers as friendly and kind. We observed some warm and positive interactions between people and those caring for them and also a high level of respect shown by staff to the people using the service.

The Statement of Purpose sets out the vision for the service as offering opportunities for all. There is clear evidence of this with people having their rights respected, and also having responsibilities for the effective running of the service. People take part in a range of meaningful activities and work, which contributes to the success of the service. For example the wormery and the selling of compost; making and selling both apple juice and charcoal as well as the work people do in the local area.

People who have made Clynyfw their home are confident they made the right decision to move there, and relatives consider people to be settled and happy there, with one describing the service as "*brilliant*".

Care and Support

Care workers support people to ensure their physical health needs are met. Some people have enduring health problems and these are clearly recorded in people's records. Relatives, and sometimes care workers, support people to attend for appointments, such as the dentist and optician. One person administers their own medication but care workers do this for the rest. Care workers are able to recognise when people are becoming unwell and know the action they are required to take.

There is an understanding of the importance of good nutrition. A dining room offers a lunchtime meal and the menu is varied. Where possible it uses produce which has been grown by people using the service and there is an emphasis on healthy eating to help people make good choices and to support them to either lose weight where this is beneficial, or to maintain a healthy weight. Fresh fruit is available for people. Other meals are prepared in people's own homes. The dining room is awaiting an inspection by the Food Standards Agency but there are some processes in place, such as fridge temperature logs and cleaning schedules to ensure the kitchen is safe.

There are good infection control measures with all staff wearing masks when indoors. Standards of cleanliness throughout the site are good.

People have a range of things to do. They have responsibilities for keeping their homes clean and tidy, and also help in the dining room. Some people take part in activities or work within the grounds of Clynyfw as well as in the wider community. The range of activities includes going to a gym and swimming pool; to local services for people with learning disabilities; taking part in craft groups; helping to set up a shop which is due to open; working in the apple juicing service; working in the wormery where compost is made and then sold; the repair shop where bikes are fixed; making charcoal which is also sold and the chicken pen where hens are rescued and then sold, as well as providing eggs for people. One person was happy to show us around and explain the various opportunities at Clynyfw. Some people told us they keep themselves busy and enjoy living at Clynyfw.

Paper care records are held. Plans are clearly set out and contain the information needed to support people. Information includes what I need help with; people who are important to me; things that make me happy; what worries me and what I am good at. Daily diaries contain detailed information and focuses on people's strengths and achievements. For example, in one person's diary care workers had written that X had been "*a great help*" and in another "*fantastic gym session. Y's stamina is improving*".

Environment

This is not an area normally considered as part of a domiciliary care service, but it is a key feature of Clynyfw as people have tenancies on the site of the service and are supported by staff from their homes.

We did not go into people's property to reduce the risk of COVID19, but people told us they are happy with their homes. One person told us how they had been able to decorate and bring furniture with them and a relative told us they had painted one person's room before moving in.

There is a dining room where people meet for lunch, also rooms which are used for a range of activities including crafts; pottery and juicing. A shop is going to open in the next couple of weeks selling the apple juice; compost and charcoal made by participants of the service.

The outside areas are extensive with a pizza oven; polytunnel; chicken hutches as well as paths and fields for people to walk through as well as to work.

Leadership and Management

The small management team lead the support workers and managers are visible in the service. Support workers are able to contact them out of hours if necessary. The RI is currently also the manager but there are plans to appoint a manager who has the required skills and qualifications. All of the support workers we spoke to feel valued and supported with one saying “*It’s great*” and talking about how supportive they find their colleagues and managers.

There are some governance arrangements in place to monitor quality. There is evidence the views of people and those who support them are sought with satisfaction levels generally high. The service was rated by some as “Okay, with the majority rating it as “good”. The staff questionnaire results set out what staff considers the management does well; what they could do better; the values of the service and how communication could be improved. The manager told us the management team considers issues raised at staff meetings and there are “lessons learned” documents following incidents. However, the RI has not produced a report to meet the criteria set out in the Regulations.

Care workers feel suitably trained to carry out their duties, with one telling us their training needs was discussed as part of their recent appraisal. Care workers also feel they have enough time to carry out their allocated duties and managers told us people do receive their allocated one to one time.

There is a safe recruitment process with people using the service being active participants in the selection of new staff. Staff files are easy to navigate and contain the required references. Photographic identification is not available in the files and one of the managers said much of this information is available and they will address this following the inspection.

Care workers we spoke with consider they have a good team and work well together. One said they had raised with the managers that they felt they did not always have chance to speak with their colleagues to review people’s support and as a result, meetings have been set up either face to face or virtually. This demonstrates the team are willing and able to find solutions to issues.

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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