



## Inspection Report on

**Ffynnone Care Home**

**Ffynnone  
Llanboidy Road  
Carmarthen  
SA33 5QZ**

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

**This report is also available in Welsh**

**Date Inspection Completed**

03/11/2023

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## About Ffynnone Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ffynnone Care Home
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">16<sup>th</sup> May, 2022</a>
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

Ffynnone Care Home is a person-centred service providing good quality care which supports people to live happy, healthy lives. The service focuses on making Ffynnone a home for the people who live there and supporting their wellbeing. People are supported by safe and professional care staff, with whom they have developed positive and impactful relationships.

The environment is secure and provides opportunities for people to engage in activities of their choosing. The service has recently invested in developing the outside space, to include an indoor hydro pool and sheltered outdoor area, which further support peoples' positive wellbeing.

## Well-being

People communicate in a positive manner when asked about the service and the care and support they receive. People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. Throughout the inspection, we observed positive and impactful relationships between people and staff. People live with dignity and respect and receive appropriate, kind, and caring support from care staff they know well. People can communicate in Welsh, to Welsh speaking care staff. A family representative told us their family member, *“...is always happy when we go. We feel very welcome and can visit anytime. They are very good.”*

People benefit from a service which knows them well and values their individuality. People are supported to achieve their personal goals and have positive wellbeing. People have as much autonomy over their daily lives as possible and can do the things that matter to them. We observed people being appropriately supported to choose activities they would like to do that day. We observed care staff actively supporting people to lead happy and fulfilling lives. A family representative told us, *“[People] all seem to love the staff and the staff seem to love them.”* Another family representative told us that life for their family member at the service *“is fun, fun, fun.”*

People are as safe and healthy as possible, attending appointments and accessing healthcare support. People are protected as well-trained and supported care staff know their needs, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised.

People live in a home which supports them to achieve positive wellbeing. People have bedrooms which are personalised and are adapted to meet the unique needs of people where necessary. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for socialising, relaxing and to do the activities they enjoy. We heard how recent investments to service provision were impactful, allowing people to benefit from accessing a hydro pool for relaxation, socialising, and partying. We saw further developments in progress, to enable people to garden, sow and plant at the service. A family representative told us, *“[The Responsible Individual] organises things for us to meet as families...It is lovely.”*

## Care and Support

People communicated that they were happy with the care and support they receive at the service. We observed happy, relaxed, and meaningful interactions with staff at the service. Care staff are knowledgeable in how to communicate with people at the service. The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. People's personal plans focus on the individual, their life stories and preferences and are written with involvement from people and their family members where possible. Personal plans are reviewed in a timely manner and when changes in individual need are identified. A family member told us, "*Ffynnone has been great...we have had no problems...the staff are great and know what they are doing.*" A member of care staff told us how the service adapts to meet the needs of people; "*they manage things in a way that helps.*"

A small team of motivated and committed care workers are employed at the service, which allows people to develop beneficial relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. We saw impactful relationships between people and staff. People have freedom in how to spend their time and are supported to access individual or group activities of their choosing. We saw care staff understand and anticipate people's changing care and support needs. A member of care staff told us, "*It's all about the people.*"

People's physical health and wellbeing is promoted. People receive support to access professionals when needed. Care staff we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible. People are safeguarded. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. Infection prevention and control procedures are good. Care staff have access to personal protective equipment (PPE) as and when required.

Medication management arrangements are good. Medication is securely stored and care staff have the appropriate training and knowledge to administer medication. Medication administration records (MARs) are available at the service and staff routinely sign when medication is given.

## Environment

Ffynnone Care Home is welcoming, comfortable, clean and well-maintained. Visiting is unrestricted at the service. The environment supports people to achieve their personal outcomes. The home is comprised of a series of communal areas, where people can socialise and engage in activities. Bedrooms are decorated to people's personal preferences and interests. Adaptations are made to people's rooms to support their health and wellbeing. The bathrooms are also well-equipped and clean. People benefit from a variety of freshly prepared meals. A family representative told us, "*It is a lovely place.*"

The service has valuable outdoor space providing time for solitude and social opportunities. We saw the service has made recent investments in the environment, including an indoor hydro pool and covered outside area. This investment provides valuable opportunities to promote good wellbeing of people at the service. We were told of further plans to benefit the home, with areas for sowing and planting in development. A family representative told us, "*The management are investing in the place...this is great.*"

We reviewed the health and safety file and found sufficient oversight maintaining a safe and secure environment for people at the service. The service utilises external agencies to conduct health and safety assessments of the service and addresses identified areas. We saw appropriate oversight, servicing, and maintenance of equipment at the service. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency. The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home. Staff told us of sufficient PPE stocks.

## Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the service. There is a guide which gives people who live at the service, their relatives and others, accurate information about the service. This is also available in an easy-read format. The service has sufficient quality assurance arrangements in place. This oversight ensures a good quality service, which achieves positive outcomes for individuals and supports their wellbeing. The responsible individual (RI), is a frequent presence at the service and spends time at the service communicating with people and observing service quality. The RI undertakes a review of the quality of care and uses the views of people, family representatives and professionals to develop and improve the care and support provided. The service is committed to supporting people to live fulfilling and happy lives.

The manager is suitably qualified for the role and registered with Social Care Wales (SCW), the social care workforce regulator. The manager knows people well and demonstrates commitment to providing consistent leadership, ensuring effective day-to-day management and oversight of the service, with people at the centre of this focus. The manager is supported closely by the deputy manager. The service is in regular communication with the responsible individual (RI). Care staff told us the management team are approachable and always there to help or advise when required. A member of care staff told us management are, *"...always around if we need anything. It just runs really well...it is very relaxed and happy here."*

The service has a safe system for recruiting staff. Staff personnel files contain information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with, or are working towards registration with Social Care Wales, the workforce regulator (SCW). Throughout our visit, we saw there was sufficient care staff on duty to support people, with the service valuing consistency in staffing. The service does not use agency staff, though have appropriate contingency plans in place.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff have completed a good level of training. We saw the service accesses timely refresher training for care staff to ensure consistent, appropriate support for people at the service.

Care staff are provided with one-to-one support, through supervision and annual appraisals. Care staff also access daily support from a visible and involved management team. A family member told us, *"I can't praise them enough. They really are fantastic. We never thought my [family member] would be in a care home that is so good."*





### 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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