



Inspection Report on

Tirionfa Residential Care

**Llandderfel
Bala
LL23 7HG**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

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About Tirionfa Residential Care

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tirionfa Residential Care Home
Registered places	11
Language of the service	Both
Previous Care Inspectorate Wales inspection	23 October 2019
Does this service provide the Welsh Language active offer?	The 'Active Offer' of the Welsh language is provided.

Summary

People are happy with the care and support they receive at Tirionfa. Staff support people with their care needs in a timely manner to ensure they remain as healthy as possible. People receive visitors and engage in activities and interests.

A recruitment process is in place including all the necessary checks. Staff receive training and are skilled in their roles. Staff development in relation to supervision is being redeveloped by management. Staff hand over meetings take place to share relevant information regarding people's well-being.

The premises are in their own grounds and in close proximity to local facilities in Bala. Attention is given to ensuring the home is clean and tidy with infection prevention health and safety measures in place.

Well-being

Care staff are kind, polite and aware of the individual needs of the people they care for. People commented positively about the care they receive and feel their wishes are respected. People were very complimentary about the food and staff. We observed staff talk to people in a dignified and respectful manner.

People are supported to have control over their day-to-day life. People can choose how and where they spend their day. People told us their choice to stay in their bedrooms or smaller lounge is respected by staff. They said they can get up and go to bed when they choose and there is a variety of food offered. There were no planned activities taking place on the day of the inspection; however, people shared how their interests and preferred activities are respected. One person told us *"Anything I want I just ask."* People referred to the home as:

- *Concise*
- *Brilliant*
- *Homely*
- *Clean*

Relatives were complimentary about staff, management and the environment, referring to staff as caring and understanding individual needs. One relative told us *"I have no complaints at all, Staff take mum for a walk."*

Management is approachable providing hands on support, working alongside staff in addition to fulfilling their management responsibilities. Communication with people, staff, and visitors, is good. Hand over meetings are arranged for staff to share information, to ask questions and to give feedback. Up-to-date written information about the service is available. Policies and procedures are in place to help protect people from harm or abuse. Risk assessments are in place to safeguard people and staff.

Staff follow a recruitment process including all the necessary checks and receive the training to be skilled in their roles.

The Active Offer of the Welsh language is provided. People told us their preferred choice of language was respected and we heard staff speaking both Welsh and English to people. We saw both Welsh and English newspapers provided.

Care and Support

People receive care and support that meets their individual needs. People are involved with developing personal plans and these include personal outcomes in relation to people's health and well-being. Personal plans and risk assessments are clear and provide staff with information to support and care for people in line with their identified needs. Relatives told us they are not involved in the development of the personal plans but are aware records are in place. Daily notes and charts show people receive the care they need when it is required. Personal plans are being reviewed and updated to reflect current needs of people using the service.

People remain as healthy as they can be due to care provided, timely referrals to health professionals and effective administration of medication. People receive the medication they require safely. Staff competency is checked before they can administer medication. People's dietary needs are considered, and healthy, nutritional meals ensure people remain healthy. Our observations of lunch confirmed this. The menu is reviewed and amended depending on the preferred choices of people. We saw hot and cold refreshments available.

People receive good support from friendly, respectful and caring staff. People have choice about how they spend the day, and their individual wishes are respected. People receiving support told us "*Staff yn glen, bwyd yn dda, lle yn lan, dim angen dim byd arall.*" (Staff are kind, food is good, place is clean, don't need anything else).

Appropriate activities and opportunities for people to pursue interests or hobbies are provided. Staff provide one to one activities and interact with people in a meaningful way. The service is gradually introducing outside entertainers back to the service. One person told us they enjoyed the comforts of their own bedroom, reading and going out with friends, another told us they enjoyed sitting outside within the grounds.

People's safety is well maintained. There are processes in place to safeguard people. Individual risk assessments are in place and staff are aware of the importance of making the relevant referral to the local authority if they have any concerns about the people they work with. Care workers told us they are aware of the safeguarding procedures and staff receive up-to-date safeguarding training. Infection control measures continue to be in place to ensure people are safe from infections.

Environment

The service provides people with care and support in a well-maintained environment. The home is two storey, with access to the first floor via the stair way and stair lift. Areas are decorated to a good standard and individual rooms had personal items of memorabilia. There are sufficient aids for the assessed needs of people. People described the home as being homely.

Overall, the maintenance of the building is to a good standard.

Health and safety of the home is well managed. Records show that utilities, equipment and fire safety features have regular checks and servicing. The home has a 5-star food rating from the Food Standards Agency (FSA). All residents have a personal emergency evacuation plan specific to their individual support needs.

Leadership and Management

Tirionfa is a family run business with two managers registered with Social Care Wales (SCW). One manager is also the Responsible Individual (RI) for the service. The managers work alongside staff daily. The service has a statement of purpose, which clearly describes who the service is for and how it will be delivered. People are given information that describes the service and how to make a complaint.

Care workers told us the managers are easy to approach and provides support on both personal and professional levels. In addition to regular staff meetings, daily hand over meetings take place to share updates on people's well-being.

People are supported by a service that has enough staff who are suitably fit and have the knowledge, competency, and skills to meet their needs. Staff are registered with SCW. Records show required checks are carried out prior to commencing employment. The providers have a selection and vetting process, including obtaining references. Limited face-to-face training has taken place since the COVID 19 pandemic due to government guidance. Staff are provided with alternative learning opportunities, including mandatory and specific training. Training includes first aid, moving and handling and safeguarding. Staff told us they have received the relevant training to undertake their roles and responsibilities. Staff administering medication have received medication training and passed a medication administration competency test. Staff said they were aware of the safeguarding procedures. The management is in the process of reviewing the formal supervision process to include staff well-being, performance, and development. Staff rotas show there are sufficient staff on duty to meet the needs of people living in the home.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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