

# Inspection Report on

Ynystawe Lodge

Ynystawe Lodge Park Road Swansea SA6 5AP

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

**Date Inspection Completed** 

25/07/2023

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## **About Ynystawe Lodge**

| Type of care provided                                 | Care Home Service   |
|---|---|
|   | Adults Without Nursing  |
| Registered Provider                                   | M&D Care Limited  |
| Registered places                                     | 10  |
| Language of the service                               | Both  |
| Previous Care Inspectorate Wales inspection           | 17 October 2022   |
| Does this service promote Welsh language and culture? | 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 say they are happy at Ynystawe Lodge. A positive atmosphere throughout the home helps people and visitors feel at ease. All employees demonstrate a good knowledge of the people they support and each person is encouraged to make daily choices in how they live their lives and do things that are important to them.

The large staff team are enthusiastic and want to make a positive difference to people's lives. They ensure people are invited to be involved in discussions about their support arrangements. Care workers receive training relevant to their roles and feel well-supported by senior staff.

A professional management team continually strives to develop people's care and support wherever possible. Good communication channels are evident, with robust monitoring of the quality of care people receive from the Responsible Individual (RI). The environment is clean and tidy, with each person able to personalise their rooms as they wish.

Overall, people at Ynystawe Lodge are well-supported by the staff team and do things that make them happy. Each person is as active as they wish to be. People personalise their surroundings as they wish, in line with their interests and hobbies. Relatives are happy and say the home is, "really excellent" and "can't be better."

Care workers have good rapports and professional relationships with people and interact in positive ways with good-humoured conversations. They are very skilled and motivated, and focused on what is important to each person.

Care records contain a great deal of important information, including people's personal preferences and backgrounds, and identify others who are important to them. These records describe how the staff team enable people to live their lives as they wish. All care records are continually updated where necessary to reflect any changes in support needs.

People do things that matter to them and make them happy. They visit cafes, go shopping and swimming, and visit local places of interest and beach walks. Each person has as much control over their day-to-day lives as they wish. The staff team endeavour to ensure everyone is listened to and knows what opportunities are available to them:

- People and their relatives are regularly invited to be involved in discussions about their care and support,
- Care workers encourage people to make choices and decisions about how they spend their time, regularly meeting with their keyworker to make plans.
- The home's brochure is readily available to people and their relatives to refer to and provides details of what they may expect from the home,
- Each person, together with their relatives/representatives are made aware of the complaints process should they need to use it,
- People have access to information about advocacy services if they are looking for independent support in issues that affect them.

There are up to date care records which describe people's support arrangement in detail. Senior staff carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs. Care workers regularly give people the time they need to talk about any anxieties. Relatives confirmed this, saying, "They do whatever is necessary to get to know x" and "I am so glad we found this place." Keyworkers talk to people about their support: this includes reviewing care records every month, or more frequently, wherever support needs change, so they remain up to date.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers may refer to infection management policies when necessary.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. People say they feel safe, and the staff team does all it can to protect their privacy and personal information. All employees receive support, guidance and training, and access policies and procedures to understand their responsibility to protect vulnerable people. Care workers are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.

#### **Environment**

Overall, people receive support in a suitable environment. The home is safe, tidy, warm and clean. People say they feel comfortable and happy. There is a large kitchen-diner, as well as space outside where people can spend time. Plans to develop the outside spaces are slowly progressing and will provide a choice of communal areas for people to socialise with each other, their families and friends. Peoples' rooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. One person told us, "I like my room."

Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and there are clear instructions displayed in the home on what to do in the event of a fire.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal care records are stored electronically and are password-protected, so are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information which is not available electronically is stored securely in the manager's office.

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. The manager is open to new ideas: there is a large staff team, who speak highly of the support he and the team of senior staff provide in times of anxiety. The RI keeps regular contact with the home and provides good support to the manager. People know how to make a complaint if they need to and are confident the management team would listen to them if they did. One relative told us, "We've never needed to make a complaint because the staff listen when we have something to say, but we would if we felt we had to. Why wouldn't you?"

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks always take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme starts with a range of training sessions over an initial two-week period, and links to the 'All Wales Induction Framework for Health and Social Care.' Staff members told us this gave them a good start, especially if they had not worked in a care setting before. One care worker said, "It worked out well, to meet people in the home slowly, to get to know each person properly." Another said, "There are shadow shifts at the start, to give you confidence. They really work well." Care workers are generally up to date with their essential training, together with other relevant training, such as 'positive behaviour support'. Regular staff meetings keep all care workers up to date and employees may discuss any issues they wish to raise in regular supervision meetings. The RI also summarises how people's support is arranged in three-monthly visits, and identifies any improvements required.

The management team ensure each person is safe and protected from abuse. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff protect each person's privacy and personal information at all times. Care workers have been through the provider's rigorous recruitment process. Senior staff monitor all care workers to ensure they are meeting people's needs. All care workers receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people.

| 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 | N/A |
|-----|---|-----|
|     | inspection  |     |

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