

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

18/10/2022

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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	21 April 2021
Does this service provide the Welsh Language active offer?	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. Each person is encouraged to make daily choices and to do things that are important to them. The staff team want to make a positive difference to people's lives. Care workers feel well supported by their manager and receive training relevant to their roles.

A professional management team, including a new manager, continually strives to develop people's care and support wherever possible. Good communication channels are evident, with good monitoring of the quality of care people receive.

A positive atmosphere throughout the home helps people and visitors feel at ease. All employees demonstrate a good knowledge of the people they support.

Overall, people at Ynystawe Lodge have as much control over their day-to-day lives as they wish. The staff team endeavour to ensure each person knows what opportunities are available to them. For example, people are invited to be involved in discussions about their care and support. Keyworkers regularly meet with people to ensure they receive the information they need to update their care records where necessary. Personal plans contain a great deal of important information, including people's personal preferences and their backgrounds, and identify people who are important to them. 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. People are also made aware of the complaints process should they need to use it and have access to information about advocacy services if they want independent support in issues that affect them.

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. 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.

People are relaxed, comfortable and know what opportunities are available to them: they do things that make them happy. Each person is as active as they wish to be. Care workers have a good rapport and relationship with people and interact in positive ways, with good-humoured conversations. People personalise their surroundings in line with their interests and hobbies.

There are up to date plans which describe how the staff team enable people to live their lives as they wish. 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. Individual profiles show what is important to people, and personal plans clearly describe each person's support: this includes daily routines and preferred lifestyle choices. Specific support is provided using social stories, designed to help a person's understanding of daily events that could otherwise be uncertain for them. Keyworkers and senior staff review care records every month, or more frequently, wherever support needs change so they remain up to date.

People do things that matter to them and make them happy. Care workers encourage people to make choices and decisions about how they spend their time, and they regularly meet with their keyworker to make plans. People go to cafes, go shopping and visit local places of interest and go on beach walks. Some people like to eat together while other people like to cook their own meals. Care workers are very motivated and focused on what is important to each person.

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

Overall, people receive support in a suitable environment. The home is safe, warm and clean. People say they feel comfortable and happy. One person smiled and said, "My room's OK. I have everything I need." There is a large kitchen-diner, as well as space outside where people can spend time. There are plans to develop the outside spaces, to provide alternative communal areas for people to socialise with each other, 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.

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 new manager is open to new ideas: the staff team speak highly of the support he and the team of senior staff provide in times of anxiety. The Responsible Individual (RI) fulfills their regulatory duties and keeps regular contact with the home, providing 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.

The provider generally ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' All care workers are up to date with their essential training and training relevant to the people they support, including positive behaviour support.

As far as possible, people are safe and protected from abuse. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. People say they feel safe. 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.

Regular staff meetings keep all care workers up to date. All employees can discuss any issues they wish to raise in regular supervision meetings. Some care workers' supervisions are late, but we could see the manager has plans in place to rectify this issue.

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	

Date Published 16/11/2022