



Inspection Report on

Ty Cwm Gwendraeth

**Ty Cwm Gwendraeth
Llannon Road
Upper Tumble
Llanelli
SA14 6BU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

07/02/2023

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About Ty Cwm Gwendraeth

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	TY CWM GWENDRAETH LIMITED
Registered places	49
Language of the service	Both
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	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

Ty Cwm Gwendraeth is a happy home. The service is only two years old, and is divided into five separate areas, each having its unique character. People can choose where to spend their time, be it in their own rooms or with others in communal areas including the large gardens and a social club/cafe.

Nurses and care workers are enthusiastic about their work. They treat people with dignity and respect and say they feel well supported by senior staff. All employees attend training relevant to their roles and say it helps them to support people appropriately. The Responsible Individual (RI) is a regular visitor to the home and regularly makes themselves available to people, relatives and staff members. Prompt referrals are made to healthcare professionals where necessary. Quality assurance processes conducted by the RI and the management team demonstrate the importance placed on monitoring and improving the service for people.

Well-being

Care records contain a great deal of information about individual preferences, family and friends who are important to the person, together with a simple, straightforward pen picture of their life. People also say they are invited to take part in reviewing their care plans. One relative told us, *“We’re always asked, but I trust them so much to do the right thing for x.”*

Nurses and care workers listen to people’s opinions about their care and support and are aware of the importance of each person’s well-being. Keyworkers and other staff members regularly talk to people and/or their representatives to review any changes to their care and support needs. Care workers encourage people to make choices and decisions about how they spend their time: an enthusiastic activities team organize a range of activities every week. There is a varied menu from two skilled chefs and their team, and people say they really like the food on offer each day. They also say there are plenty of alternatives when they change their minds. One person said, *“The food is really good. So lovely”* and a relative told us, *“The meals are incredible, amazing.”*

Information on upcoming events in the service are displayed throughout the premises. House meetings are held, as well as individual meetings with keyworkers for those who do not wish to join a group meeting.

People receive a copy of the service user guide when they arrive: this is a document which provides details of the service, including the complaints process should they need to use it. People say they are confident to raise anything they want to discuss with the manager and feel confident they would listen to them if they did.

The service provides the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it - some staff members speak Welsh and there is bilingual signage around the premises. We also note that the service’s Statement of Purpose and Service User Guide are readily available bilingually.

Care and Support

People receive support as described in their care plans from an established staff team of nurses and care workers. One relative said, *“We can’t thank them enough. They are all wonderful and we are so happy x is there.”* Another relative told us, *“They always make time for us when we phone them. And they always let us know what’s going on. We need that and it’s really important.”*

There is good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals when necessary. In addition, the provider has its own Speech and Language Therapist, Occupational Therapist and Physiotherapist, as well as Assistants and others in the team.

The management team considers a range of information to ensure they can meet people’s needs before admission to the home. This includes obtaining information from external healthcare professionals such as social workers, previous placements and hospital discharge documents. From this, senior staff develop care records to describe people’s support arrangements and requirements, including clear risk assessments to maintain people’s independence as much as possible. Care records are held electronically, are very detailed and easy to locate the information they contain.

As far as possible, people are safe and protected from abuse. Care workers have been through the provider’s rigorous recruitment process. All care workers can access policies and procedures to understand their responsibility to protect vulnerable people. They have regular safeguarding training updates. They told us senior staff members support them well and are always available for advice if necessary.

The home has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. All measures are in constant use to ensure people are safe from infections.

Environment

Ty Cwm Gwendraeth is a large service. There are five separate units, each catering for people with specific needs, each with its own character. Most units consist of ground floor accommodation, with one unit comprising separate flats on two floors. There is also a substantial hydrotherapy pool, gym and bar/social club/cafe area where people congregate to chat or have film nights on a projector screen. One relative told us they had used this area for a birthday party recently and were able to invite all their friends and family and added, *“It was really wonderful, and so grateful to be able to do it.”*

All areas are warm and clean, and people say they feel comfortable and happy. Bedrooms are very spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. Facilities and equipment promote each person's independence as much as possible. Corridors are wide to help people with reduced mobility and accommodate the equipment people regularly use, such as hoists and standing aids. There are ceiling tracks in place for people who use mobility equipment to move around their rooms. Externally, there is a large accessible garden that is mostly lawn and is being further developed during the summer.

The environment is safe. Fire exits are free of obstructions. 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. Care records and peoples' confidential records are securely stored in a locked office and only available to care workers who are authorised to view them. All employee personnel records are kept securely at the provider's head office in Swansea.

Overall, the management team have a clear vision of the support they want to provide, and a positive regard to each person in the home. There are two managers and although the home is quite new, they have developed a positive culture throughout the service. The RI regularly meets with nurses and care workers and oversees the monitoring of people's daily support. The management team have regular contact with people's family members and healthcare professionals involved in their care. 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 said, *"We know what is happening all the time. We get phone calls whenever anything changes."* People and their relatives may complete surveys to ask for their opinions on the quality of support they receive, although it is noted that fewer people respond than hoped: there are plans to adapt how people are provided with these in the future. Employees may discuss any issues they wish to raise in six-weekly confidential supervision meetings. The RI records the quality of the service offered to people in six-monthly quality reports.

The provider ensures there are 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 individual learning outcomes. Care workers undertake training relevant to the people they support and overall, there is good staff retention so they know people in the home well.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff ensure all care records clearly state any risks to people's well-being and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They 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.

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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Date Published 27/02/2023