



# Inspection Report on

**Ty Cysgu Domiciliary**

**Ty Morfa  
Bridgend  
CF32 9AW**

**4<sup>th</sup> May 2022**

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## About Ty Cysgu Domiciliary

Type of care provided	Domiciliary Support Service
Registered Provider	Ty Cysgu Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Click or tap here to enter text.</a> First inspection post registration under Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

Ty Cysgu Domiciliary is registered with Care Inspectorate Wales (CIW) to provide care and support to people in the Cwm Taf region of Wales. The service provides care and support to people in their own homes and within the community.

Ty Cysgu Domiciliary service adopts a person-centred approach to care planning that ensures people receive appropriate care and support. Personal plans detail people's care and support needs and are reviewed regularly in line with regulation. Personal plans also contain detailed risk assessments that set out strategies for keeping people safe. We saw evidence people are supported to do the things that are important to them.

Care workers are happy working for the service and say they feel supported and valued as employees. A programme of ongoing training and development ensures care workers have the knowledge and skills needed to support people with complex needs. The management have good oversight of service delivery and there are strong governance arrangements in place.

## Well-being

People have control over their day-to-day lives. The support provided enables people to make choices. Care workers encourage skills development and work with people to maximise their independence. Good lines of communication between the service, care workers, people and their representatives promote cohesive service delivery. Care documentation is clear and informative and gives clear instructions to care workers regarding care delivery and keeping people safe.

People enjoy a service delivered by an established team of care workers. Although the service is newly registered, care workers have worked for the provider for a number of years in other sections of the organisation. Staff turnover is low which means the service can offer good continuity of care. Positive feedback from people's representatives suggests care workers are knowledgeable and treat people with dignity and respect.

The service takes steps to protect people from harm and abuse. Care workers are trained to meet people's needs and are familiar with the level of care required. Care documentation including risk assessments and support plans are reviewed and updated as required. There are clear safeguarding procedures in place and care workers know the course of action for reporting concerns. Policies and procedures are kept under review so that they contain the most recent guidance in relation to keeping people safe.

## Care and Support

Ty Cysgu Domiciliary provides person centred care and support to a high standard. We examined people's personal plans and found information recorded in them was specifically tailored to the person's needs and devised in conjunction with the person and their representatives. Personal plans highlight people's outcomes, what matters to them, their likes, dislikes and the best ways of providing care and support. Risks to people's health and safety are thoroughly assessed with detailed plans in place that provide guidance on ways to keep people safe. Plans and assessments are reviewed regularly and updated when people's circumstances change. There is an emphasis on continuity of care. Care workers know the people they support well and are able to recognise changes or deterioration and can act accordingly.

People enjoy support to do the things that matter to them. We saw evidence that the service actively promotes choice and independence. Activity plans show people are supported to engage in a range of activities including leisure pursuits and domestic tasks. We spoke to a person's representative who told us they were very pleased with the level of care and support their loved one receives. They said, *"Ty Cysgu are like a breath of fresh air, the staff are very proactive. It's such a personalised service."*

The service has measures in place to keep people safe. Comprehensive policies and procedures are present. They contain the most up-to-date guidance that underpins safe practice. Care workers told us they have a good understanding of the services policies and procedures and know how to access them if required. We discussed safeguarding procedures with care workers. One care worker said *"If I had a concern, I'd document everything and report to my manager. Or go to the local authority safeguarding team if I had to"*. Infection prevention and control systems minimise the risk of cross infection. Care workers are provided with the appropriate levels of personal protective equipment (PPE) and receive relevant training in this area. Support is available for people with medication needs. Care workers receive medication training and have regular assessments to ensure they are competent in administering medication. We looked at medication administration charts (MAR) and found they were filled in correctly. This shows people receive the medication they need at the specified time.



## Leadership and Management

Good governance and quality assurance arrangements help the service run smoothly. There is a clear management structure and employees are aware of their various roles and responsibilities. The Responsible Individual (RI) seems to have good oversight of service delivery and is up to date with all of their regulatory required tasks. We saw evidence that the RI has met with people connected to the service to seek their views to inform improvements.

Care workers have access to a programme of training and development. Care workers speak positively about their training opportunities. We looked at the services training records and found care workers are mostly up to date with their core training requirements. We saw care workers have a personal development plan on file that details their training aspirations for the coming year. All care workers are registered with Social Care Wales and are encouraged and supported to work towards higher recognised qualifications if they wish to do so.

Care workers speak highly of the management and say they feel supported within their roles. Care workers receive the required levels of support via supervision. We spoke to a number of care workers all of whom provided complimentary feedback on the services management. One care worker said, *“If I have any issues they are very supportive. There is an open-door policy, they are always available if you need them”*.

A robust recruitment process ensures care workers have the right skills and qualities to care for vulnerable people. The service conducts all of the necessary pre-employment checks before offering a contract to a new employee. These checks include Disclosure and Barring Service (DBS) checks, employment history checks and obtaining satisfactory references from previous employers. We saw new employees are required to complete a structured induction process where they are given the opportunity to shadow experienced members of the team to gain practical knowledge. Care workers we spoke to told us this process enabled them to build confidence and positive working relationships with fellow staff and the people they support.

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

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