



Inspection Report on

Ty Cysgu Domiciliary

**Ty Morfa
Bridgend
CF32 9AW**

Date Inspection Completed

16/11/2023

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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	
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Ty Cysgu Domiciliary supports people to live as independently as possible. The service provides care and support to people living in their own homes, some of which have needs which are considered complex. People receive a good standard of person-centred care and are involved in the care planning and review processes. Complementary feedback received suggests people and their representatives have positive relationships with care workers and the management team. Care workers feel supported, valued, and confident in their roles. Core and specialist training equip care workers with the skills needed to provide good quality care and support. There are systems in place to help the service reflect and develop. The quality of care provided is regularly reviewed and the Responsible Individual (RI) and management team have good oversight of service provision.

Well-being

People are treated with dignity and respect by a consistent team of care workers. People and their representatives are consulted about the care they require and are involved in the care planning process. The service is able to retain staff and provide good continuity of care. This helps people and care workers form positive working relationships. Care workers know the people they support well and are familiar with their needs and daily care and support routines.

The service supports people with their health and well-being. Care workers have access to detailed care and support plans devised by health care professionals. Care workers receive specialist training to support people with their specific health needs. Support is available for people with medication needs and there are measures ensuring medication administration is safe.

Information is available so people know what opportunities are available to them. The statement of purpose and service user guide provide a good level of information regarding what the service offers. People's representatives told us there are good lines of communication and they are kept up to date with all relevant information.

People are protected from harm and abuse. Care workers are safely recruited and are trained to meet the needs of the people they support. There is a safeguarding policy which is kept under review and is reflective of current statutory guidance. Care workers we spoke to know their safeguarding responsibilities including the process for raising concerns. Care documentation considers risks to people's health and safety so care and support can be delivered in a safe way.

Care and Support

People and their representatives have very positive relationships with care workers and the management team. There is a low turnover of staff which means the service can provide good continuity of care. Care workers know the people they support well and are familiar with their care and support needs. People's representatives provided very positive feedback regarding the service provided. One said, *"I haven't got a bad word to say. Same two staff usually, they are always on time, courteous and respectful. They encourage my son to do things for himself. They treat him how I would want him to be treated. They are full of fun and truthful"*.

Personal plans set out people's care and support needs. They contain a good level of person-centred information detailing how people would like their care and support delivered. Specialist care and support plans are in place for those with complex needs. These have been devised by medical professionals and contain comprehensive guidance enabling care workers to support people with their health needs. Risk assessments are also present providing information on the best ways of keeping people safe. We saw care documentation is regularly reviewed in conjunction with people and their representatives to ensure it remains relevant to people's needs.

Support is provided to people with medication needs. There is a detailed medication policy which is aligned with best practice guidance. Care workers receive medication training, and regular competency checks are performed by the management to ensure care workers are administering medication safely. Regular medication audits are completed so any discrepancies are identified and actioned. We looked at a selection of medication administration recording (MAR) charts and found they are filled in correctly. This suggests people receive their medication as prescribed.

Infection prevention and control measures are effective. Care workers receive relevant training and there is an infection control policy which underpins safe practice. Care workers have access to a plentiful supply of personal protective equipment and routinely use it when providing care and support.

Leadership and Management

Good monitoring and auditing processes help maintain the quality of the service. The RI takes a hands-on approach and is involved in the day to day running of the service and appears to have good oversight of service provision. We saw evidence the RI regularly considers information relating to things like complaints, staff training and meeting people's needs. We spoke with the RI about evidencing feedback regarding the service from people and staff better. We were assured this would be actioned and records of conversations would be kept. Every six months a quality-of-care review is completed. We looked at the latest quality of care reports which clearly highlight the service's strengths and areas where it can be further developed. The manager completes bi-monthly audits where areas such as care and support, medication and infection control are considered. Audits viewed indicate a good level of care and support is being provided and there are appropriate measures in place for keeping people safe.

Care workers are knowledgeable in their roles and feel well supported by the management team. When starting employment, care workers complete a structured induction which includes training and shadowing other experienced workers. Following this, an on-going programme of core and specialist training is provided. Care workers we spoke to provided positive feedback regarding training provision. Training records show care workers are mostly up to date with their training requirements and hold recognised qualifications in health and social care. Care workers have regular supervision which includes one-to-one discussions with their line managers, where topics such as professional development, service delivery and their well-being is discussed. Care workers provided us with positive feedback regarding the management, one said, *"the management are great, they are all very approachable"*.

The recruitment process is safe and ensures care workers are suitable to work with vulnerable people. We looked at a selection of personnel files and found the service completes the necessary pre-employment checks. We saw all care workers have an up-to-date Disclosure and Barring Service (DBS) check and information including employment history and references are sort. Most care workers are registered with Social Care Wales, the workforce regulator. This is to ensure they possess the skills and qualifications needed for working in the care sector.

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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