



Inspection Report on Ty Penybnc

Llanelli

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/02/2024

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About Ty Penybanc

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caedu Limited
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection for this service.
Does this service promote Welsh language and culture?	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

People are happy at Ty Penybanc. The RI, manager and staff team promote a relaxed atmosphere which helps people and visitors feel at ease. Each person is encouraged to make their own decisions in how they spend their time. People lead happy and fulfilling lives and do a wide range of things that are important to them.

Employees demonstrate a good knowledge of the people in the home and care records clearly describe how care workers are to meet each person's individual needs. The enthusiastic staff team want to make a positive difference to each person's life and ensure they are invited to be fully involved in all discussions about their support. Care workers say they are well-supported by the manager and the Responsible Individual (RI). Good communication channels are evident, with robust monitoring of the quality of care people receive. The RI regularly talks to people who live in the home, other healthcare professionals and care workers to obtain all-round feedback about the service.

Well-being

People at Ty Penybanc have as much control over their day-to-day lives as they wish and know what opportunities are available to them. Care workers invite people to become involved in their support arrangements: the manager ensures that each person regularly meets with their keyworker to make plans for their social lives and to discuss any questions or anxieties they may have about their support arrangements. Personal plans contain backgrounds of the people they describe, together with pen pictures and personal preferences, and identify people who are important to the person. The manager gives people a copy of the service user guide when they arrive; this provides details of what they may expect as well as details of the complaints process should they need to use it. In addition, people have access to independent advocacy services where they want support in issues that affect them. People are encouraged to personalise their surroundings in line with their interests and hobbies. Care workers have good relationships with people and work alongside them in positive ways, with good-humoured conversations.

People are relaxed, comfortable and know what opportunities are available to them. Monthly meetings are arranged to discuss future plans. People do things that make them happy and each person is as active as they wish to be. For example, going bowling, visiting the cinema and feeding the horses and ducks locally. People also take part in a range of arts and crafts – currently, making Easter cards. Each person is invited to shop and cook their own meals as they wish, but there is always staff support if the person declines these offers.

Overall, people have accurate plans for how the service provides their support. The provider considers a range of information to ensure they can meet people's needs. There is a clear, up to date record of people's support arrangements and assessments of physical and mental health: this helps maintain people's independence. We spoke to two social and healthcare professionals associated with the service, who both told us how very positive they felt about the support provided. Care records are reviewed every two months. People are involved in this process, but the manager intends to ensure this is evidenced more clearly in future.

Care workers are supportive and engage with people in positive ways, to remain healthy. Care workers have been through the provider's thorough recruitment process. Senior staff oversee care workers to ensure they are meeting people's needs as they should. All care workers receive support and training and they may access policies and procedures to understand their responsibility to protect the people they support.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and 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 any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

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. The RI and some care workers are Welsh speakers. The service user guide is currently being produced bilingually in English and Welsh.

Environment

Overall, people receive support in a newly renovated environment. The home is safe, warm and clean and located in a rural area. People say they feel comfortable and happy and can choose different areas to use: there are various communal areas and a large garden where people can spend time relaxing with friends and relatives. All rooms are very light and spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. Being a new service, communal areas are yet to be personalised: this will develop as more people move in and make their own suggestions regarding the décor.

Good infection control procedures are in place. 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 the manager completes regular audits of the environment.

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. Care records are only available to authorised members of the staff team. Employee personnel records and other personal information, such as Deprivation of Liberty Safeguards (DoLS) records, are 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. There is good management oversight of the service and the RI is in regular contact. Regular discussions take place with people in the home and healthcare professionals involved in their care. People know how to make a complaint if they need to, and keyworkers reiterate this process when they meet with people to talk about their care plans.

Care workers are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. All aspects of the service have been summarised in three-monthly visits from the RI. Employees discuss any issues they wish to raise in confidential three-monthly supervision meetings.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. There is very good staff retention, which means the staff team are well-known to people in the home. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

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 02/04/2024