



Inspection Report on

Ty Cornel

Treharris

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/09/2024

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About Ty Cornel

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	2
Language of the service	English
Previous Care Inspectorate Wales inspection	[31 January 2023]
Does this service promote Welsh language and culture?	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 experience excellent wellbeing outcomes and are supported in their personal development. People have control over their daily lives and are meaningfully included in all areas of service planning and development.

The quality of care and support provided to people is exemplary, and support staff are skilled in applying evidenced based methods of support in practice. People have their own individual support plans, and the service is innovative in adapting process to enable people to take part in reviews.

The environment has been designed with people and to meet their needs and promote their wellbeing. Communication aids are in place and used consistently by people and support staff.

The management and leadership at the home is outstanding. Impeccable quality assurance practices are in place to ensure consistently high-quality care and support is provided and people achieve their full potential.

Well-being

People experience excellent wellbeing and are enabled to consistently achieve their personal goals. People have control over their day-to-day life and take part in all decisions around their care and support. The service provides Information to people in a way which is right for them, and support staff are skilled to be able to meet people's communication needs. The service is innovative in adapting the support planning and review processes to make sure they are inclusive and accessible to people. Support staff treat people with dignity and respect, and as individuals with their own strengths, preferences, and perspectives.

People are enabled to be healthy and active in a way which they enjoy and is right for them. Support staff enable people to understand what it means to be healthy and why it is important. A person recently set a goal to walk Pen-Y-Fan and was supported to make and follow a training plan which led to them successfully completing the walk.

The service excels at providing active support to people and people are continuously developing life skills and achieve greater independence as a result. There are visible daily planners in place for each person, and people enjoy having predictable routines. If there are changes to routines, support staff help people to understand these and to make alternative plans. People are being supported to develop their Welsh language skills, with people and support staff learning the language together.

The service works closely with family members, to provided consistency and a holistic bespoke service to people. People are protected from abuse and neglect. The service has robust safeguarding policy and procedures in place to ensure people are protected. Support workers have clear understanding of the processes and procedures to safeguard people living at the service.

People use and contribute to their local community, and the service enables them to carry out 'random acts of kindness' and celebrate events which are important to them. We saw people received compliments and positive feedback from their community in relation to this.

Care and Support

People receive excellent care and support from skilled, trained support workers. The model of support provided to people is clearly outlined in the Statement of Purpose for the service and we saw active support being skilfully applied throughout our visit. A relative told us how their family members life skills and independence have increased since moving to Ty Cornel and said, *“They are doing more for themselves than they have ever done before.”*

There is a thorough assessment and transition processes for people moving into the service. Transition plans are tailored to the needs of the person and considers compatibility with other people. Support is also provided to people when a person is transitioning into the service which has resulted in positive experiences for everyone.

People can be confident the provider have an accurate and up to date plan for how support is to be provided to meet their needs. These plans are suitably detailed and focus on peoples' strengths, and agreed with people, their relatives and any professionals involved. The service is innovative in adapting their review process to ensure people meaningfully take part in evaluating the support they have received, and the progress made towards meeting their personal goals. We saw how people have been empowered in their life choices and personal growth as a result.

The service also skilfully applies the Positive Behavioural Support (PBS) model and people benefit greatly from support being provided in this way. We saw people achieving an excellent quality of life and achieving their aspirations.

People access the health services they need, and support workers help them to take part in these appointments. We saw people have positive health outcomes because of the care and support they receive, which included a reduction in medication.

There are processes in place to support people from abuse or neglect. All support staff are trained in safeguarding Adults at Risk and those we spoke to told us they are confident the manager would respond quickly to any concerns raised with them.

Assessments are completed with people to consider if they need support to manage their medicines. Where this support is needed support staff ensure medicines are taken as prescribed and stored appropriately.

The service has good hygiene practices in place and promotes people to take responsibility for keeping good hygiene within the service.

Environment

The environment is safe, secure, and very well maintained. People live in an environment which they have full autonomy over and enables them meet their needs and personal outcomes. Any proposed changes to the environment are discussed with people, who are then supported to have control over the final decisions. A relative told us; *“visits to the service are like visiting her loved ones home, and not them living in someone else’s.”*

The home décor is minimalistic in line with people’s preferences and sensory needs and provides a calm environment. The communication boards in place for people are accessible and specific to their needs. These communication aids support people to remain orientated and to follow the routines which are important to them. These also remind people which support staff are working now and next. There is a dedicated area within the service which is used to display the ‘Welsh word of the day’ and we saw how this is used by people and staff.

There is sufficient space within the home for people to walk through without obstruction or use the space for their activities. People have their own bedrooms which are personalised to their preferences and needs. We saw personalised orientation aids and communication tools being used by people in their bedrooms which complimented those in other areas of the service.

The outside space is continually adapted for people to enjoy, boosting health and wellbeing. Outdoor seating furniture has recently been purchased with people, which provided an alternative area to eat, relax or spend time with visitors. People have been involved in recent improvements to the garden which has included painting an external wall and creating a flower display. A person told us how much they enjoy spending time in the garden.

The kitchen has a Food Standard Agency (FSA) rating of 5 which means standards of hygiene area very good. The kitchen replicates what you would see in a traditional home setting which people can use as they want to. This further enables people to develop their daily living and independence skills. We saw people making their own meals and completing domestic tasks.

The provider identifies and mitigates risk to health and safety. There are robust systems in place ensuring facilities within the home are of a safe standard. Fire alarms are tested weekly, and the service has a fire safety risk assessment completed by an external agency. We saw the manager has effective oversight of these systems and people are supported to take part in safety checks to promote their learning and personal development. There are also ‘in house champions’ for infection control, fire safety, food hygiene, housekeeping, and the external areas.

Leadership and Management

There are excellent governance arrangements in place to support the running of the service. These arrangements ensure people receive a consistently high quality of care and support and achieve positive outcomes as a result.

The service has a stable management and leadership team and who are committed to building and maintaining a positive culture and standards in the home. All staff we spoke with commented on the excellent support they have from management who they described as “*Fantastic*” and “*Supportive.*” We were told how the manager mentors staff to assist in A support workers progression, and they said “*They are behind me and my career development 100%.*” Support workers have opportunity to take on ‘champion’ roles, taking responsibility for overseeing a particular area of the service. The wellbeing of people and supporting and developing staff underpins management and leadership decisions.

All support workers are up to date with their training, and we saw specialist training being arranged in line with people’s needs. All support staff have regular formal supervision which they feel is valuable for them. Support staff also have an annual appraisal which considers their performance over the last year and what the persons career development needs are. There are processes in place to follow if conduct issues arise, and the manager applies these as needed.

The quality assurance processes in place are both robust and meaningful. The Responsible Individual (RI) formally visits the service regularly and completes a Quality-of-Care Review Report twice a year. These reports are of an exceedingly high standard and gathers information from a range of sources, including the people who live at the service, observations, discussions with staff and reviews of documentation. The values of the service are clearly reflected in these reports, and we saw people’s wellbeing being of paramount importance.

There are innovative processes in place to enable people to be meaningfully consulted about how the service is run and developed. People told us about their experiences of attending meetings and how their suggestions have been put into practice.

People are helped by support staff who speak highly of their roles and who have been safely recruited. All support staff have a Disclosure and Barring Service check and are registered with Social Care Wales – the workforce regulator. New support staff have a thorough induction into the role and spend time getting to know people before supporting them.

There are suitable policies and procedures in place to guide support staff in their roles. This includes a safeguarding policy and staff are committed to keeping people safe from abuse and neglect.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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