



## Inspection Report on

**Ty Gobaith**

**Tonypandy**

**Date Inspection Completed**

16/07/2024

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## About Ty Gobaith

|   |   |
|---|---|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing   |
| Registered Provider                                   | Accomplish Group Ltd  |
| Registered places                                     | 6   |
| Language of the service                               | English   |
| Previous Care Inspectorate Wales inspection           | 3 February 2023 <a href="#">Click or tap here to enter text.</a>  |
| 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 living at Ty Gobaith receive a good level of person-centred care and support. Most care workers have worked at the service for a number of years. This enables staff to know the people they support very well and are familiar with their needs and routines. People living at the home can access their community and participate in activities of their choosing. People told us they are very happy living at the service and are supported to live active lives.

Details of the care and support people require is clearly documented in their personal plans. Care documentation is reviewed regularly to ensure it remains current. Care workers feel they are supported by the management and are happy working at the service. Staff report team morale as being “*excellent.*” Suitable governance arrangements are in place, helping the service run smoothly. The Responsible Individual (RI) has good oversight of the service and regular quality assurance monitoring takes place. Nutritional needs are understood and met. The environment is clean, comfortable and well-presented. Regular audits and an ongoing maintenance programme ensures the environment is safe.

## Well-being

People's overall well-being is promoted by a service which provides good care and support. People are listened to and have influence over the care they receive. A highly committed and consistent team of staff are familiar with how people communicate, which supports choices and decision making. People can choose where and how to spend their day. There is very good rapport between care workers and people. People have opportunities to take part in a range of activities within the home and community. Activities are person-centred and consider the health conditions and needs of individuals in the home. People are encouraged and supported to be as independent as possible. Nutritional needs are considered and are well met. People benefit from a balanced diet and varied menu. Kitchen staff have a good knowledge of people's dietary needs including any specialist requirements.

The management team and RI gather regular feedback to ensure the care provided meets expectations. Good medication management arrangements are in place. Medication is stored securely, and people receive their medication as prescribed. A clean, comfortable environment helps support people's well-being. The home is well maintained. Bedrooms are personalised to people's preferences and there are sufficient communal areas available. Regular health and safety audits and cleaning schedules promote safety and good standards of cleanliness and hygiene.

## Care and Support

People receive a good standard of care and support which is specifically tailored to meet their individual needs. The home has a 'one to one day' enabling a designated care worker to spend purposeful time with individuals, making sure they are always familiar with their wishes and preferences. The home captures people's personal wishes, aspirations, and outcomes with the use of vocational planners, a memory book and bucket lists. People we spoke to provided positive feedback regarding care workers. One person said, "*I wouldn't change anything about living here*", and "*staff are excellent they treat me like a queen*". People have choices about activities, menu options and daily routines. We saw people have access to a range of activities they enjoy which promote inclusion and social interaction. We saw people engaging in activities within the community. We also saw positive interactions between care workers and people.

Assessments are completed prior to people coming into the home. This ensures the service can meet individual needs and support people to receive care and support to achieve personal outcomes. Personal plans are detailed and person-centred. Plans provide staff with information to support and care for people in line with their identified needs. Information recorded in personal plans include care plans, risk assessments and management plans. Care workers complete daily recordings which are accurate and give a detailed account of care and support provided. Reviews of care documentation take place monthly, with updates implemented if needed. Records show the manager deals promptly and appropriately with incidents affecting people's well-being. Deprivation of Liberty Safeguards (DoLS) authorisations are in place for people who lack mental capacity to make decisions regarding their care and support. These ensure care and support which may deprive people of their liberty is lawful.

People receive their medication as prescribed. The service checks medication is stored at correct temperatures and remains effective. Medication audits ensure staff maintain good practices and identify any areas of improvement. Medication records did not contain gaps or errors. Medication is stored safely in a locked facility. As required (PRN) medication is appropriately recorded with reasons for administration and the outcome. Care workers receive relevant training and follow a medication policy promoting safe practice. Information recorded on people's personal plans show they have good access to health care professionals when needed.

## Environment

People live in an environment which supports their wellbeing. The home is well-presented. Staff follow a cleaning schedule which promotes good standards of cleanliness and hygiene. People's bedrooms are personalised to their specific preferences, containing photos and decorations which make the environment feel homely and familiar. People have been consulted in the decoration of the home. There are sufficient toilet and bathing facilities. The home has recently installed wet rooms, making the bathrooms more accessible for people. There are plans for a sensory room to be added. The home has a well-maintained garden with seating available. This provides a space where people can relax or participate in activities. The service has been awarded a score of five by the Food Standards Agency, which means hygiene standards are 'very good'. The home offers a good variety of home cooked meals. One person living at the home said the food is "*delicious*".

People are protected from unauthorised access. Entry to the home is secure, with visitors having to sign in before entry and sign out on departure. Ongoing checks and maintenance ensure the environment remains safe. People's personal information, together with employee personnel records, are stored safely, and are only available to authorised members of the staff team. We saw records of routine utilities and equipment testing. Fire safety tests and drills are completed regularly. Personal emergency evacuation plans (PEEPs) provide guidance on how people should be safely evacuated in the event of an emergency. Substances hazardous to health are stored securely and there are no obvious trip hazards. Repairs to the property are completed in a timely manner.

## Leadership and Management

Care workers feel supported within their roles and are trained to meet the needs of the people they support. Care workers we spoke with say they enjoy working at the service and provided complimentary feedback regarding the manager. Some told us *“the manager is passionate I feel supported by her”* and *“no question answered she is always there for everybody at any time”*. Another staff member said, *“staff are passionate and caring – it feels like an extended family unit here”*. We saw supervision and appraisal records which show care workers receive the required levels of formal support, which corresponds with the positive feedback we received. Overall, staff recruitment files contain the required information and checks to ensure they hold the necessary skills and are of good character. Care workers are registered with Social Care Wales (SCW), the workforce regulator. Records show staff have a good induction and training. Care workers told us they receive sufficient training to carry out their duties effectively and safely. Training information shows care workers are compliant with their training requirements. There is a clear staffing structure in place. All staff we spoke with understand their roles and responsibilities.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. The manager has oversight of the service. Policies and procedures underpin safe practice, are kept under review, and updated when necessary. We saw the RI regularly meets with people and staff to gather feedback to inform improvements. The quality of care provided is reviewed in line with regulation and a report is published on a six-monthly basis. This report highlights what the service does well and any areas where improvements can be made. Complaints, reportable incidents, and safeguarding matters are recorded and processed in line with policy. Other written information we viewed included the statement of purpose and service user guide. Both documents are reflective of the service provided and contain required information.

### 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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