



## Inspection Report on

**Yr Hen Rheithordy**

**Amlwch**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

13/06/2024

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## About Yr Hen Rheithordy

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	5
Language of the service	Both
Previous Care Inspectorate Wales inspection	22 November 2023
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

This care home provides short term and respite care services to adults with learning disabilities. The service provider has acted following the previous inspection to address the areas of the service which required urgent attention. Improvements have been made to the systems in place for monitoring the quality of the service provided. This means the service provider is in a stronger position to identify where the quality or safety of the service requires attention, and to respond in a timely manner. Medication management has improved which means robust arrangements are now in place. Improvements have been made to the training care workers receive to enable them to meet the needs of the people who use the service.

The environment has improved since the previous inspection. The home is clean, comfortable and safe. Areas of the environment which required repairs to be made have been attended to which means people are supported within well maintained surroundings. Health and safety measures and infection control practices have also improved which improve the outcomes for people who use the service.

Personal plans do not always include complete information regarding people's care and support needs and how they should be met. Additionally, risk assessments are not always in place, when required, to record how known risks to people's safety are managed. This continues to be an area of the service which requires improvements to be made.

## Well-being

People have good relationships with the care workers who support them. We saw care workers interact with people in a friendly and kind manner, using people's preferred communication methods. Because some of the care workers have worked at the service for many years, they have developed an in depth understanding of people's likes and dislikes, their preferred routines and what is important to each person. This means people can feel respected as individuals. People are supported in their language of choice. We saw some care workers are bilingual, which means they can provide as service in Welsh to people who prefer this.

Care documentation does not always record each person's care and support needs and how risks to their health should be managed. This was identified as an area of the service which requires improvement at the previous inspection. Although some progress has been made, this area of the service still requires further attention. People's care needs should be included within their personal plans to ensure care workers can access written information regarding how to support each person to achieve their outcomes.

Physical and emotional health are promoted. Before each stay at the service the manager checks with each person and their representatives if any changes have occurred in their health since their previous stay. Medication is stored and administered safely, which supports people to be as well as they can be. Infection control measures are good at the service which also protects people's health.

The environment is suitable, well maintained, and clean which supports people to achieve a positive sense of well-being. The care and support is provided in an environment which is comfortable and homely, which enables people to feel a sense of belonging. Areas of the building which need attention are responded to. This ensures the environment is maintained to a high standard and helps people to feel valued. There is accessible outside garden space available where people can connect with nature, if they want to, and experience the positive effects this can bring to their well-being. The environment is safe and any risks identified are managed.

## Care and Support

Personal plans are created with people and their representatives, and their views regarding how they wish to be supported are recorded and respected. At the previous inspection we saw people's personal plans were not updated following changes in their care and support needs. At this inspection we found improvements had been made, but further action is required. Records show people's needs are known but how they should be met are not always documented within their personal plans. This means care workers do not always have access to detailed written information regarding how each person should be supported. Risk assessments are not always in place to record how known risks to people's health and safety are to be managed. This means people cannot be sure measures are always in place to reduce potential risks. This is an area for improvement, and we expect the provider to take action.

Safe systems are in place for medication management. At the previous inspection we found the arrangements in place for medication were unsafe and urgent action was required. At this inspection we saw action had been taken and medication practices have improved. Procedures are in place to receive medication into the service and medication is safely stored. Care workers are trained in how to administer medication. Records show people receive their medication as prescribed. This helps people to manage their known health conditions and to maintain their physical and mental health.

Effective infection control practices are implemented which protect people's health. At the previous inspection we found infection control practices were poor and urgent action was required. At this inspection we saw action had been taken and the arrangements in place for infection control are much improved. We walked around the care home and saw all areas were clean. Documentation show cleaning programmes are in place to ensure the standards of hygiene are maintained and systems are in place to monitor the level of cleanliness. This means people are cared for in a clean environment and the infection control risks are well managed and reduced so far as possible.

People are protected from neglect and abuse. Care workers receive safeguarding training and can demonstrate a clear understanding of their roles and responsibilities in relation to protecting people from harm. Whistleblowing and safeguarding policies are in place, with reports made to the local authority when required.

## Environment

Care and support are provided within a safe environment. At the previous inspection we found risks within the environment were not always identified which meant people were placed at risk of harm. At this inspection we found action had been taken which improved the outcomes for people using the service. During our walk around the care home, we saw heavy furniture are now secured to the walls, so they cannot be pulled over by persons who are at risk of falls. Radiators are suitably covered which protects people from the risk of scalds. New surrounding panels are in place within the shower room and a replacement toilet rail has been fitted. Thermometers are in place to check the water temperature before each use. This means people's health and safety are better protected within the environment.

Cleanliness levels are much improved at the service and maintenance works required are responded to in a timely manner. At the previous inspection we found several window frames were in urgent need of repair or replacing. At this inspection we found most of the window frames have been replaced. The manager told us plans are in place to replace the remaining window frames. The areas of the home previously affected by incoming rainwater have been repaired and freshly painted. New furniture is in place within each bedroom. The bedrooms have been decorated with different themes such as 'Wildlife', 'Rainbow', 'Beach' and 'Botanical'. This has improved the comfort of people who use the service and the care workers working at the service.

Routine servicing of equipment and building take place. Arrangements are in place to conduct regular fire alarm tests and the fire alarm system is serviced by an external company. Care workers receive fire safety training and fire drills take place. Personal Emergency Evacuation Plans (PEEPs) are available to record the support each person requires to leave the premises, in the event of an emergency. Equipment such as hoists and the passenger lift are serviced as is required, to ensure they continue to be safe for people to use. Gas and electrical appliances are also serviced as required to ensure they are operating safely.

## Leadership and Management

Improved quality assurance processes are in place which include increased managerial presence at the service. At the previous inspection we found the arrangements in place to monitor the quality of the service were ineffective and urgent action was required. At this inspection we saw action had been taken which has improved the quality of the service people receive. The auditing and monitoring systems have been enhanced so they are more proactive in identifying any areas of the service which need attention. Following the previous inspection, changes have occurred to the managerial arrangements at the service. The changes made has enabled the manager, with guidance from the responsible individual (RI), to focus upon taking action to address the areas of the service identified by CIW as requiring urgent attention. This has improved outcomes for people using the service.

Care workers are recruited safely and receive relevant training. Documents show pre-employment suitability checks are completed before new care workers come to work at the service. Care workers told us they enjoy their roles, and they feel supported. Some care workers have worked at the service for many years, which means they are experienced and are able to mentor newer care workers. At the previous inspection we saw not all care workers had completed training in relation to the needs of the people they supported. At this inspection we saw action had been taken and all care workers had completed suitable training. Records show care workers receive one-to-one supervision meetings with the manager at least every three months. This is also an improvement made following the previous inspection. The supervision meeting is used to discuss practice issues and to identify any new learning or development needs. Care workers also benefit from regular team meetings, which provide the opportunity for sharing information as well as identifying ways for improving how the service is delivered. People achieve better outcomes when they receive their care from care workers who are appropriately trained and well supported.

People can access written information regarding the service provided. The statement of purpose describes the service which can be provided and how it is delivered. There is a guide to the service available, which is presented in a pictorial and easy read format. The document includes information regarding how people can make a complaint about the service, if they need to do so. The manager told us no complaints have recently been received.

### 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
58	The arrangements in place for medicines management are not robust. Ensure records regarding medication are kept up to date. Ensure the protocols in place to enable people to self medicate are in line with the service provider's medication policy.	Achieved
56	The service provider has not ensured all areas of the care home are clean. Ensure the care home is clean.	Achieved
44	The service provider has not ensured the care home is well-maintained throughout and that repairs and works required are promptly completed.	Achieved



8	The systems in place for monitoring the quality of the service is not effective and does not adequately identify areas of the service which needs improvement. Review the monitoring arrangements in place at the service to ensure they proactively identify areas of the service which are not operating as they should be.	Achieved
57	The service provider has not ensured health and safety risks within the environment are identified and managed so far as possible. Improvements are required to be made to ensure people's health and safety are protected within the environment.	Achieved

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
15	People's personal plans do not record up to date information regarding their care and support needs. Personal plans should record detailed information regarding people's care needs and how they should be supported. Risk assessments should be in place to record known risks to people's health and safety and the measures in place to mitigate the risks.	Not Achieved
36	We found care workers were not receiving one-to-one supervision sessions every three months, which is required. Care workers should receive one-to-one supervision sessions every three months. We found care workers were not receiving specialist training as often as required. All care workers should receive specialist training to ensure they provide the correct care to the people they are supporting.	Achieved



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