



Inspection Report on

Ty Llwynderw

**Bridgend Road
Maesteg
CF34 0BA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

08/08/2024

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About Ty Llwynderw

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bridgend County Borough Council Adults and Children's Services
Registered places	10
Language of the service	Both
Previous Care Inspectorate Wales inspection	09 February 2023
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 Llwynderw provides care and support to people in a warm and friendly environment. There is a small, experienced staff team who are familiar with people and work to people's preferences wherever possible. Care staff prioritise spending time with people and interacting and engaging with them throughout the day. Personal plans and risk assessments are in the process of being rewritten to make them more person centred. There are good links with external professionals. The environment is clean and maintained. Care staff are safely recruited, vetted and trained appropriately for their roles. They feel supported by their manager. The manager has good oversight of events in the home and the Responsible Individual (RI) fulfils all their required duties, monitoring the quality of care being provided.

Well-being

People are supported and encouraged to make decisions about their care and daily routines. People can move freely between the communal rooms and their bedrooms, are engaged in conversations and interactions with care staff and each other. People have their own routines, which care staff facilitate. There are organised activities and entertainers that visit the home, and on the day we visited a scheduled garden party was taking place in the main restaurant of the complex due to bad weather. We saw care staff prioritising time to sit and interact with residents, introducing activities to them in a natural way. This not only encouraged people to engage with staff, but also to engage with each other, enhancing the community feel within the service.

Care staff at Ty Llwynderw support people to be as healthy as they can be. There is regular involvement from GPs, community nurses and external health professionals to provide holistic care. Guidance given is implemented by care staff and medication is stored and administered as prescribed. We observed part of a medication round and saw care staff were competent in administration. There is a medication policy in place that care staff can consult if needed.

There are systems in place to protect people from harm or abuse. Risks to individual health and safety are included in care plans and risk assessments. These are reviewed and notes made as part of team leader reviews. There are appropriate policies in place including safeguarding and whistleblowing, which have been recently reviewed and updated. Safeguarding training has been completed.

There is not currently anyone living at the service who requires their service in the medium of Welsh. However, documents are available bilingually on request.

Care and Support

During our inspection visit, we saw consistently warm and caring interactions between care staff and people living at Ty Llwynderw. There is a strong community atmosphere, which is enhanced by the care staff offering help in a respectful way, treating people as their equals. People laughed and joked with care staff and made comments to us such as: *“I’m always happy, no complaints here at all”*. We observed family members visiting and discussing any issues or concerns with care staff and the manager in a positive way. The manager is reassuring, helpful and forms good relationships with people’s families.

Care staff have the information required to be able to provide people with the care they need at the time they need it. Personal plans and risk assessments are in place and are reviewed regularly. Health professionals’ guidance is recorded in review and daily notes. Personal plans need to include full information about people’s health needs. Supplementary charts are consistently filled out and issues or tasks to do with people’s care are communicated well within the staff team for follow up. The care staff we spoke to were knowledgeable about individual’s health needs and medication, and we observed medication to be stored safely, and administered as prescribed.

People have a choice of food, and care staff are aware of their preferences and dietary requirements. The food is catered in the main kitchen of the complex, before being brought to people in the dining room of Ty Llwynderw. If people wish to, or have visitors, they can eat in the main restaurant in the complex. There is a choice at every meal time, and people can also request an alternative if they do not like the choices. Portion sizes are also based on individual preference.

There are systems in place to promote infection control and good hygiene. We saw personal protective equipment (PPE) being used appropriately by staff for close contact care. Linc Cymru provide domestic and laundry staff on a daily basis, to maintain cleanliness standards.

Environment

Care and support is provided in an environment that enhances people's wellbeing. Ty Llwynderw is part of a wider complex owned and maintained by Linc Cymru. There are many facilities at the site, including a spa room, hairdressing salon, outside space and restaurant, which residents can use should they wish. Areas of the home which could contain hazardous substances, such as the medication room and laundry are kept locked. The home is secure from unauthorised access, and visitors are required to sign in and out.

The home is purpose built and has lots of space. Most residents spend their time in the communal lounge and dining room area, and staff facilitate people's routines if they choose to go back to their bedrooms. All bedrooms are ensuite and residents have the facilities they need to be safe and comfortable in their individual spaces. Bedrooms are personalised with people's own furniture and belongings.

Maintenance of the property is completed by Linc Cymru. The manager can report maintenance issues and have them resolved. Fire equipment, gas and electrical safety checks are completed and all staff have fire safety training. The RI discusses matters to do with the property with Linc Cymru directly.

Leadership and Management

People receive care and support from a consistent and experienced staff team. A number of the care staff have worked at the service since it opened, and more newly employed staff appear comfortable and supported by the longer standing members. Staffing levels enable care staff to support people in an unhurried way, and to spend time engaging with people and encouraging interaction and interest through the day. Care staff gave positive feedback about working at the service, including: *“I think it’s good here at the moment, we all work really well together”* and *“[the manager] is really good, they get answers to our questions and are very open”*.

Care staff are appropriately recruited and vetted for their roles. The required recruitment information is gathered by the Local Authority (service provider) Human Resources (HR) department. References and Disclosure and Barring (DBS) checks are viewed by the manager before agreeing the final appointment. HR also alert the manager to when care staff’s DBS are due for renewal. Since the last inspection, there has been a manager permanently on site at the service as opposed to one manager covering both this service and a sister service. We saw the positive effects of this change. Training, development and support are available to care staff, and they are compliant with both mandatory and some service-specific training. Care staff told us they find the manager very supportive and proactive and would feel comfortable raising any concerns or issues with them. Formal supervision sessions, and annual appraisals, are held in line with regulatory requirements.

There are quality assurance systems in place to monitor and promote ongoing development and improvement of the service. The RI gathers feedback from staff, visitors and people using the service during their quarterly monitoring visits. Information from management audits of the day to day events in the home is appropriately analysed and combined with this feedback to compile a biannual quality of care report. This outlines strengths of the service but also anything that requires further work and an action plan is outlined to address this.

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	
36	Care staff need to be up to date in mandatory training in order to provide the best possible care.	Achieved

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