



## Inspection Report on

**Tydfil House**

**Abergavenny**

## **Date Inspection Completed**

01/10/2024

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## About Tydfil House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elysium Healthcare No. 3 Limited
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	10/05/2023
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

People are complimentary about Tydfil House and describe it as warm and welcoming. People are encouraged to develop skills to be as independent as they can and pursue chosen hobbies and interests. People have positive and trusting relationships with staff. The service works collaboratively with healthcare professionals to promote and maintain people's health and wellbeing. Governance arrangements support the running of the service. An experienced manager leads a stable, trained and safely recruited staff team. The responsible individual (RI) has good oversight of the service because there are effective monitoring systems in place. The environment supports the needs of people living at the service.

## Well-being

People have control over their lives and are supported to live as independently as possible. People participate in the daily running of the service by positive risk taking which supports development of their life skills. People are supported to cook their own meals. People are consulted about the service and support they require through care planning reviews, meetings and satisfaction surveys. A person told us they are happy living at Tydfil House and get on well with staff.

People are supported to be healthy, active and maintain their wellbeing. Individuals are registered with the local GP surgery and have regular mental health support from designated healthcare professionals. People have received an annual health check. Care staff are available to provide emotional support to individuals whenever necessary. Arrangements are in place to support individual's management of medication. People take part in hobbies, leisure interests and work to develop skills and relationships. People are encouraged to maintain links with family and friends.

People are safeguarded from harm and abuse. Individuals told us they feel confident they can talk with staff who are trained to support them. People have regular access to an independent advocacy service. Robust recruitment practices further safeguard people living at the service as staff are safely vetted. In addition, staff are trained, developed and registered with Social Care Wales, the workforce regulator.

People live in a service that supports their wellbeing. The location of the property benefits individuals who live here. Tydfil House is a domestic property which is close to the local amenities and is safe, clean, and maintained. Communal areas are comfortable, bright and homely which support people to spend time with others. The garden offers people the opportunity to sit out with family and friends during warmer weather.

## Care and Support

People's personal plans are comprehensive and outcome focussed. Care staff have access to up to date plans which set out how to support each individual in line with their needs and preferences. People's personal plans and risk assessments are routinely reviewed as part of a wider process to monitor their health and wellbeing. Individuals have a regular opportunity to discuss how they are getting on during monthly meetings. People told us they are consulted about all aspects of their care and support. Individuals are encouraged to achieve personal goals, develop skills and independence. Risk assessments support people with their health care needs and daily living skills. People are encouraged to be healthy and supported to access healthcare services.

Individuals have close relationships with staff which they value. People are complimentary of the care staff who support them. Staff gave us examples of individuals being "*caring and protective*" towards them which demonstrates trusting relationships. The close working relationships between people and care staff enables any change or deterioration in a person's health to be recognised. We found staff know individuals well and are positive and engaged.

Medication arrangements have been revised at the service. Staff are trained to administer medication to people as part of an individual regime. Some individuals manage their own medication. There are regular audits for the storage and administration of medicines no actions were identified. We discussed the use of prn "as required" protocols to further strengthen medication practices.

## Environment

People live in an environment that is suitable for their needs. There is sufficient space for individuals to spend time together or alone according to choice. Individual bedrooms are decorated to personal taste and preference. The furniture, layout and décor are suitable for the service's intended use. People have access to a garden to sit out in warmer weather. Appropriate arrangements are in place to ensure risks to people's health and safety are identified and managed. There are regular health and safety maintenance audits conducted on the property. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People have a personal emergency evacuation plan to guide staff how to support them to leave safely in the case of an emergency. On the day of our visit, work to fire doors was being completed following replacement of flooring as part of a maintenance programme. The service has a food hygiene rating of 4 which denotes hygiene standards are good. People store food within individual fridges in their bedrooms which has been discussed with a local authority Environmental Health officer. During the inspection, we asked about the safe storage of personal toiletries left out on display in the communal bathroom and given assurance it would be addressed as a priority.

## Leadership and Management

Effective governance arrangements support the running of the service. The manager is experienced, they are supported by a deputy manager and stable staff team. Staff told us they feel supported with managers who are visible and approachable. One staff member said, *“we work as part of a good, close knit team.”* Another said, *“it’s the best place ever to work.”*

There are suitable quality assurance arrangements in place for the effective oversight of the service. A number of audits are routinely completed which assess the quality of the service. Regular staff meetings take place to inform and update staff. The RI routinely visits the service and gains people’s views and opinions. The RI visited the service on the day of our inspection. A six monthly quality of care review is undertaken. Any subsequent recommendations form part of an on-going action plan which drive forward improvements and are addressed in a timely manner. Since the last inspection, managers have notified Care Inspectorate Wales (CIW) of significant events in accordance with the Regulations. We have therefore judged this area for improvement as met.

Selection and vetting systems for newly appointed staff are satisfactory. We found the necessary pre-employment checks had been conducted for newly appointed staff. Two references, including one from last employer supported the persons application. A copy of identification is kept on each person’s file.

Staff are trained and developed to perform their duties. Staff complete an induction programme which includes shadowing more experienced care workers. Staff can access training to update their skills and knowledge. A copy of the staff training plan shows workers have completed core training. Arrangements are in place for staff to have monthly supervisions with their line manager. This provides an opportunity to reflect on their practice and make sure their professional competence is maintained. Staff told us they do not have to wait for supervision to speak with managers. All staff are registered with Social Care Wales.





### 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.

### Area(s) for Improvement

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

	inspection	
60	The service provider must notify CIW of significant events as per Regulations.	Achieved

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