



## Inspection Report on

**Clynfyw CIC Domiciliary Care Agency**

**Clynfyw Countryside Centre  
Abercych  
Boncath  
SA37 0HF**

## **Date Inspection Completed**

28/08/2024

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## About Clynfyw CIC Domiciliary Care Agency

Type of care provided	Domiciliary Support Service
Registered Provider	Clynfyw Community Interest Company
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	04 September 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

People receive care and support from a team of experienced workers who are effectively led by a knowledgeable manager and deputy. The values of the service, which centre on learning, engagement and contribution have been maintained and care workers know their important role in supporting people to achieve their goals.

Care workers are safely recruited and suitably trained. They feel well supported and are able to raise any ideas or concerns to contribute to the running of the service.

People using the service have a voice and contribute to their care and support and have excellent relationships with those who support them. The atmosphere is relaxed and friendly and there are extremely high levels of satisfaction with the service.

Care records are informative, and people contribute to their care planning. There is very good oversight of the service, but some improvements are needed to make sure support plans are reviewed and the quality assurance reports fully meet regulatory requirements.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know the action they must take if they suspect a person is at risk. They are confident the manager would deal with any concerns appropriately to make sure people are safeguarded. Efforts are made by the service to engage with advocacy and relatives. Other representatives, where appropriate, are involved, in people's care and support. Training is arranged to make sure care workers know that any restrictions placed on people are proportionate and lawful.

Physical and mental well-being is promoted. There is a wide range of activities for people to be involved in on the farm, and also opportunities for people to either spend time at home or in the local area. These are constructive and give people a real sense of purpose, as things made are either sold, donated or consumed. People enjoy having responsibility for aspects of their support, and work with the team to make sure their time is as meaningful, and purposeful as possible.

Staff retention is good, with a number of staff working at the service for some time. The manager is skilled at recruiting workers with the right values which are a key feature of this service. Care workers bring a wealth of experience in a range of areas and a level of maturity to make a positive contribution to people's care and support. Care workers know people well. They know what and who is important to them. This results in people having some excellent relationships with those who support them, and we saw some lovely interactions which were friendly, encouraging and respectful.

Satisfaction levels are very high. One person said "*I love it*" and another "*It's fantastic*" when describing the support they have. Relatives are equally positive, with one saying "*they are all very good*" when describing the staff, and another said "*they do care about X*".

People can receive a service in Welsh if they choose. A number of care workers are Welsh speaking and during the inspection we heard people conversing in both English and Welsh.

## Care and Support

People are involved in planning their care and support. Support plans are detailed, but they are not always reviewed as often as required. There is a range of information to assist care workers, including the people who are important to me; medical professionals I see; how you should communicate with me and what I like to do. Care workers have time to read records and find them helpful. Daily entries are comprehensive and give a clear picture of how the person spends their time; their mood and how their nutritional needs are met. The provider has agreed review the records to make sure the goals people have identified are reviewed, as well as reviewing support plans within the required time frames.

People's physical health needs are met. There is a good focus on nutrition, and people are encouraged, as far as possible, to eat healthily. The efforts made by one person, with a lot of assistance from staff has meant their physical health condition has improved and they need far less medication. Care workers liaise with other health professionals to make sure people get the care and support they need. People are supported to attend for routine hospital, dental, podiatry and opticians' appointments.

People do things that matter to them. This includes taking part in activities and groups in the local community as well as having responsibilities on the farm for the animals and the grounds. Also helping with the apple juicing, working in the gardens and kitchen and making charcoal. Some people participate in projects to help the wider community, and overseas. This includes repairing medical equipment and collecting clothing to send abroad.

Inspections to domiciliary care agencies do not consider the environment, but for Clynfyw, the environment is a key feature of the service, giving people the space to be creative and take part in a range of activities to promote inclusion and independence.

People have a voice, choice and control. Care workers have a high level of respect for people, with one care worker saying "*I try to make people feel good about themselves*". People are actively involved in the running of the service and in decisions made regarding aspects of their care and support. The atmosphere in the service is relaxed and friendly, with people and care workers engaging well with each other, demonstrating a rapport has been built. Some people are planning, and looking forward to a holiday and will be going with care workers.

## Leadership and Management

The responsible individual is also the manager and is very visible at Clynyfw. A deputy manager is now in post and is taking on the responsibility for some of the day to day running of the service and has authority to make decisions. People, their relatives and the staff team, speak very highly of the manager, in particular how receptive they are to ideas or any concerns raised. The manager has good oversight of the service, but reports are not always written fully in line with regulation. The provider carried out an audit recently, looking at a range of areas including paperwork, staff files, finance and training. The results show very high levels of compliance.

Care workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the information needed including security checks and references.

There is a focus on training, with care workers saying they have the training they need to safely and effectively perform their duties. The provider is responsive to the training needs and has recently arranged for additional training to be delivered to make sure knowledge and understanding is up to date and in line with legislation. The provider is currently moving to an electronic recording system for training which will alert the manager when training needs refreshing. The current training matrix shows care workers have completed training in a range of areas including epilepsy, first aid and the Mental Capacity Act. Care workers are registered with Social Care Wales and the qualifications attained by some workers for this has led them to want to do additional training to help them in their professional development.

The views of participants is very important, and feedback is very positive. Things people like about the service include the *“happy, friendly environment”* and *“apple juicing, photography and doing deliveries”*. Most people, in recent questionnaires, said there is nothing they do not like about the service, but one finds there is sometimes too much noise, and another said the car parking can be challenging. Participants are encouraged to come up with new ideas and there are many, including more sessions on making and repairing things, more sports and woodwork. The staff team are receptive to the ideas raised.

### 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	
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