



## Inspection Report on

**Trem Y Glyn**

**Trem-y-glyn Residential Care Home  
Park Avenue Glynneath  
Neath  
SA11 5DW**

## **Date Inspection Completed**

17/05/2024

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## About Trem Y Glyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pobl Care and Support Limited
Registered places	30
Language of the service	Both
Previous Care Inspectorate Wales inspection	27 October 2022
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

Trem Y Glyn is a well thought of homely and valued care home in the heart of the community of Glynneath. People receive excellent and consistent care from a dedicated staff team who know them very well. Personal plans in place are well written and reflect the up-to-date needs of people very well. People can participate in individual, group, and community activities on a regular basis. Those spoken with, and their relatives are very complimentary of the excellent care provided in the service.

The service has multiple communal areas both indoor and outdoor so people can choose where to spend their time. There are good procedures in place to maintain the environment and some high standard refurbishment works have taken place in wet rooms since the last inspection.

There is excellent oversight in the service with a very dedicated management team who are visible and know the people they support very well. Care staff are recruited, trained, and supported well in their roles and are complimentary of the management team. The provider and Responsible Individual (RI) visit the service routinely to undertake audits and quality assurance checks. The RI completes regular visits and regulatory reports as required and these give detailed evidence of the experience of people living in the service.

## Well-being

People have a voice in the service and are involved with the development of their personal plans. Personal plans are written from the persons perspective and are up to date with lots of person-centred information so that staff can understand what is important to them easily. Routine resident meetings take place so that people can express their wishes in the service. People and relatives told us that the care they receive in the service is excellent and meets their needs very well. Relatives are complimentary of the communication with the service and the community feel of the home. People are encouraged to make daily choices including what to eat, what they want to do or where to spend their time. The RI engages with people, relatives, and staff in a wholesome way during visits, encouraging feedback from people and staff to inform any improvements needed in the service.

People are protected from harm and neglect. The provider has robust policies and procedures in place to ensure the safe running of the service, which are reviewed and revised as needed. Managers and care staff are up to date with mandatory safeguarding training and know the procedures so follow if they have any concerns. There are good procedures in place to maintain the building and security arrangements in place to ensure people are safe. There is a hard working domestic and laundry team in the service that keep the service clean and free of clutter.

People have built good relationships with others and engage in activities that they enjoy. We saw people enjoying playing snooker, drawing, singing, and dancing during the inspection and people appeared happy and smiling. Genuine kindness and friendship was seen between people and staff. Visiting relatives also appeared comfortable and content during their visits. The service has an activity calendar for people to have events to look forward to and many photographs and videos are shared on a closed social media page so that relatives can witness their loved ones having fun. Trem Y Glyn has an excellent reputation in the local community and is held in very high regard, with most of the staff team living within the locality.

People live in a service where there is excellent oversight. There is a very committed and friendly management team in Trem Y Glyn who want to ensure that the service is run to the highest possible standard. There are good auditing tools in place with excellent provider oversight of the day to day running of the service. All regulatory notifications are completed promptly and required reports are completed to a high standard.

## Care and Support

People are provided with exceptional care from care staff with the use of detailed personal plans that reflect their needs well. We viewed three care files and personal plans seen are all written from the person's perspective. There is good, detailed information for care staff to have a good understanding of the individual, their history, what is important to them and how best to support them. Reviews of these plans are up to date, and any required updates have been noted. Communication with relatives is very good and comments from those spoken with include "*communication is excellent between staff and family*", and "*Staff are so helpful and understanding of my mother's needs, absolutely fantastic place*".

There are good systems in place to manage medication at the service and monitor people's health. On the day of the inspection, a new electronic medication system was being implemented. Care staff were seen navigating the system and all appeared to be going well. Medication is stored appropriately in the service in locked trolleys within a dedicated air-conditioned keypad locked medication room. We saw this was tidy, with minimal levels of stock visible. Temperature checks are logged to safe storage of medication. Many staff in the service have been in post for a number of years and consequently the continuity of care to people is very good. Care staff can recognise signs of deterioration in health quickly and take appropriate action, good records of medical appointments and referrals were seen in care files. We saw good systems in place to monitor people's weight and food/ fluid intake and documentation seen evidenced timely referrals and intervention from other professionals are sought when needed.

People can do things that they enjoy and matter to them. All staff at Trem y Glyn are involved in activities within the service. We heard care staff singing, saw games being played, heard lots of heartfelt banter and camaraderie whilst visiting the service. The service has a dedicated social media page which is privately accessed by relatives and friends of people living in the service. On this page we saw multiple events taking place and could see people smiling and laughing and clearly enjoying themselves in the service. These activities are regular and numerous and over a weekly basis. We observed the lunch time routine and saw people have developed friendships with others and care staff in the service. We saw genuine care and fondness in people's interactions. Feedback from people and their relatives included "*my family member is well looked after by the staff who are so kind, professional and polite*" and "*they always have lots of activities planned. Excellent care and attention from the staff*".

There are good systems in place to protect people from harm and neglect. People who lack capacity to make their own decisions about aspects of their care, support and accommodation have appropriate up to date Deprivation of Liberty Safeguards (DoLS) in place. All staff are up to date with safeguarding training and are aware of the procedures to follow to report any concerns they may have about people they support.

## Environment

The provider ensures the environment meet the needs of people very well. Situated in the heart of the town of Glynneath, Trem y Glyn has been an integral part of the community for several years with many people working in the service living within walking distance. The service has good links with local businesses and schools which enhances the sense of community in the home. The service sits within its own grounds and there are parking facilities available for staff and visitors. There are communal gardens, courtyards, and patios for people to enjoy the outdoor space. The entrance to the service is keypad operated and a sign in book is in place for visitors. The layout of the service enables people to choose where to spend their time. There is a large dining/ activity room in the centre of the building and three wings which all have their own communal space. There are nine bedrooms in each wing of the service, separate sluice rooms, bathroom/ wet room, and separate toilets. As well as the accommodation there is also a large well-run kitchen, offices, staff room and hair salon. The building is not owned by the provider so large refurbishment works require additional planning and negotiations. Despite this since the last inspection we saw two of the bathrooms have been refurbished into high standard wet rooms.

There are good procedures in place to identify and mitigate risks to health and safety in the service. We looked at maintenance records and saw routine checks of equipment and facilities take place in the service, this includes fire systems and drills. All servicing of utilities such as gas and electricity is up to date and certificates are in place for this. Cleaning equipment and chemicals are stored securely in the locked sluice rooms. A recent environmental health inspection has been carried out in the service where a score of 5, 'Very Good' in the food hygiene ratings was awarded.

## Leadership and Management

Trem Y Glyn is one of several services ran by the provider where there is consistently, very effective oversight arrangements in place. The provider has a catalogue of policies and procedures to assist in the running of the service and these are updated as and when required to reflect any changes in legislation. The manager in the service has been in post for a long time and is very committed and dedicated in their role. They are held in high regard by people, relatives and staff and are very well supported by the consistent and determined staff team. All staff spoken with in the service are driven and passionate to deliver the best possible service to people. There are multiple audit tools in place to ensure the service runs as smoothly as possible and these are carried out by the manager and their team as well as provider level visits and their in-house quality assurance team. The RI regularly visits the service and takes time to speak with people, relatives, and staff to obtain their feedback about the service and to drive improvements. Reports are completed following these visits which evidence that the RI spends quality time in the service and experiences the life of people living there first hand. These reports also include details of dip sampling of files and oversight of documentation and events in the service. Visit information contributes to the quality-of-care review which also indicates improvements identified in the service and actions to drive this forward.

There are robust procedures in place to ensure staff are recruited safely, trained appropriately, and supported in their roles. We looked at four personnel files and found all required documentation for safe recruitment, including up to date Disclosure and Barring Service (DBS) checks are in place. Supervision of care staff is routine and recently has been developed to incorporate a rolling development plan so that staff can progress in their roles more effectively. Feedback from staff about the support and training in the service was very positive, comments included *"It's really good, here, we're a good team, get a lot of training and supervision is very often- too often"*. We viewed the training matrix and saw that most staff are up to date with the providers training which includes moving and assisting people, emergency first aid and food safety.

Despite not owning the building there is clearly excellent management of financial arrangements in the service. Staffing levels at the time of the inspection are appropriate to meet the needs of people in the service. We spoke with the cook who said that there were good budgets in place and no issues with purchasing high quality food for people to enjoy, despite recent rising costs.



### 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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