



Inspection Report on

Ty Cwm Gwendraeth

**Ty Cwm Gwendraeth
Llannon Road
Upper Tumble
Llanelli
SA14 6BU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

10/09/2024

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About Ty Cwm Gwendraeth

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	TY CWM GWENDRAETH LIMITED
Registered places	49
Language of the service	Both
Previous Care Inspectorate Wales inspection	7 February 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 living in Ty Cwm Gwendraeth are supported by an exceptionally well led staff team. The management create a positive culture whereby care staff are passionate and committed to supporting individuals to live the best life they can. The staff team are highly motivated and well supported. They have training relevant to their role and are encouraged to use the clear lines of progression within the company.

Personal plans are created with individuals and people involved in their care. They are tailored to their specific needs and preferences and reflect what is important to them. Individuals can do things which interest them both at the service and in the community.

There are clear arrangements in place for the oversight and governance of the service. The responsible individual (RI) visits the service regularly and acts on improvements suggested to improve the service.

Well-being

People have choice and control over their daily life. Care records contain detailed information about people's life history, preferences and aspirations. They are reviewed with individuals and/or people important to them. This ensures they are continually involved and have a voice. People can choose where to spend their time. Vehicles with dedicated drivers are available to take people out into the community to enjoy activities on their own or to meet family and friends. At the service, there are private spaces, communal areas where people can socialise and sensory rooms for people to enjoy. Food choices are very good with menus available to reflect people's likes and preferences. Dietary needs are catered for by a catering team who are committed to giving people a choice of meals and snacks of their choosing throughout the day. Individuals needs are catered for and special occasions like birthdays are recognised.

People can have their service in Welsh if they want it. Some staff can speak Welsh and documents can all be translated if needed. Diverse cultures are celebrated with social evenings where everyone is invited to learn about the different cultures of people living and working at the service.

People are supported to manage their physical and emotional well-being. The social centre/ hub has excellent facilities to enable people to meet with family and friends. There are dedicated activity officers working throughout the service who are enthusiastic about supporting people to do things important to them. Group activities are arranged but people are also supported with individual interests. Contact with families and friends is encouraged and highly effective in promoting and maintaining the family unit. They are invited to social occasions and are kept updated by the staff team about changes to health and well-being needs. The management and staff actively seek out new opportunities and experiences for people to improve their lives. Referrals are made to health professionals in a timely way and people receive medicines as prescribed.

People are kept as safe as possible. Recruitment practices are robust, care records are detailed and held securely. Care staff receive training relevant to the needs of the people they support. Health and safety checks are completed on facilities and equipment at the service. Entrance is by authorised persons only with people having to ring the doorbell to gain entry.

Care and Support

People living in Ty Cwm Gwendraeth receive a very high standard of care and support from a staff team who are committed to ensuring people have the right support to achieve their goals and aspirations. Comments from staff include *“it’s rewarding to see people we support accessing the community regularly”* and *“we take pride in what we do for the people we support”*. Staffing levels are good meaning people get the care and support they need when they want it including going out into the community or to attend health appointments. The staff team are exceptionally good at looking at different strategies and experiences which will help improve people’s wellbeing and spoke passionately when telling us about this. They work hard to meet the extremely complex and varied needs of people and we saw some positive results of these interventions. Care staff work across the whole service and receive training relevant to the needs of people supported. They told us this improves their skills and enables them to get to know the wider team.

Care records show the management team considers information from a range of sources before individuals move into the service. This is to make sure they can provide the support individuals need and help them achieve their personal outcomes. The information in personal plans and risk assessments is consistently good allowing care staff to know people’s journey to accessing the service, what is important to them and how to promote their independence as much as possible, whilst keeping them safe. They are designed with involvement from people and tailored to their individual outcomes. Care records are held electronically and accessible to care staff. They are reviewed regularly to make sure the information is up to date, reflecting any change in care needs.

People are supported to remain as healthy as possible. Prompt referrals are made to health professionals when needed. The provider has its own team of professionals including a positive behavioural management team, physiotherapists and occupational therapist. This means input can be sought quickly to support people’s changing needs and information can be shared to promote good practice across the organisation. A member of staff told us *“Working alongside the therapy team and the drivers allows the people we support to have the best outcome”*. Medication is managed well. Any errors are quickly investigated for lessons learnt to improve the service. Policies relating to medication are in place to guide staff.

As far as possible, people are safe and protected from abuse. The staff team have training and policies and procedures relating to safeguarding are in place to help staff understand their responsibilities to protect vulnerable people. Without exception, care staff told us they feel very well supported by the management team who are always available for advice.

Environment

People live in accommodation to suit their individual needs. The service is set in large, spacious grounds and made up of five individual units, all self-contained with kitchens and laundries. There are areas for people to socialise but also places where people can have quiet time including in some unit's sensory rooms which promote people's wellbeing. All but one of the units provide accommodation on ground level and have wide corridors providing independent access to all appropriate areas of the service. One of the units is separated into individual flats giving people a sense of independent living. Bathrooms and bedrooms have equipment to support people with impaired mobility. This is maintained regularly, and care staff have training to keep people as safe as possible. People's bedrooms are decorated and personalised to a very high standard with items important to them and to ensure their comfort.

Each unit has safe and secure gardens which can open into a wider area where social events are hosted. This allows everyone to join in and socialise with each other and family and friends. People are encouraged to help design and maintain the gardens. We saw raised flower beds enabling people who use wheelchairs to plant flowers and vegetables. There is a social centre housing the hydrotherapy pool, café/bar and entertainment room. This area is highly effective in bringing people together to create a sense of community. People spend time doing things they enjoy; the space allows for families to spend quality time together.

Measures are in place to make sure the service is clean and tidy. Laundry services are available on each unit. Domestic staff tell us they are proud of the work they do and are committed to ensuring a good standard of cleanliness for people living in the service. They have training relevant to their role and all COSHH (Control of Substances Hazardous to Health) materials are stored correctly. Personal protective equipment (PPE) is readily available.

The provider has health and safety systems in place to protect people. Regular checks of equipment and facilities are carried out including fire safety. Staff have fire safety training, so they know what to do in an emergency. Regular environmental audits allow for works to be identified and actioned quickly.

Leadership and Management

The management team at Ty Cwm Gwendaeth work hard to embed a positive culture where care staff feel valued and supported. This is demonstrated in their commitment to provide the best outcomes for people. Comments from staff include *“it’s the best place I have ever worked”*, *“all staff work together as one big team”* and *“work life balance is a big bonus working here”*. The two managers at the service are dedicated to improving the lives of the people they support but also providing the right support for the care staff. They in turn praise the support they get from the RI and the wider management team. The RI visits the service regularly. Opportunities are given for people, their family and staff to give their views on the quality of the service in a number of ways. This includes discussion with the RI during their visits, completing surveys and daily discussion with care staff supporting them. The quality of the service is regularly reviewed, and records show any identified improvements are addressed quickly.

Information about what people can expect from the service is available in the statement of purpose and the guide to the service. These documents can be made available in Welsh if people wish. Policies and procedures are in place to support good practice.

People are supported by a care staff team who are trained and supported in their role. Without exception, care staff said training opportunities are very good. Records seen confirm this. Measures are in place to make sure people take up the opportunities offered to them in line with company policy. The provider supports growth and promotion within the company. This is appreciated by staff with comments including *“the opportunities to grow in the company are fantastic”* and *“there are many opportunities to learn and develop and work along side other teams of professionals”*. Support is given to care staff through staff meetings as well as regular one to one confidential meetings where work and personal issues can be discussed.

Recruitment practices help to keep people as safe as possible. Records we viewed were held confidentially. They contain pre-employment checks including Disclosure and Barring Service (DBS) records. People do not start work until all the required checks are in place. Records show people have a good induction to the service and are supported to register with Social Care Wales, the workforce regulator.

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	
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