



Inspection Report on

Cartref Dyfi Care Home

**Cartref Dyfi Care Home
Bank Lane
Machynlleth
SY20 8EL**

Date Inspection Completed

25/04/2024

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About Cartref Dyfi Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since the provider has registered as Shaw Healthcare (Cambria) Limited
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 are happy living in a service which is clean, safe, and well managed. People experience positive outcomes doing things which are important to them and have a voice in how the home is run. All staff at the home are caring and attentive, they know people well and are highly motivated to support people effectively.

People are involved in decision making and reviews of their care and support. People's care records are person centred and inform staff of their wants, wishes and care needs. People are encouraged to be active and take part in activities.

People are supported by staff who are safely recruited, well trained and effectively managed. Effective systems to monitor the quality and effectiveness of the service are in place, and where actions are identified, these are addressed quickly.

The responsible individual (RI) for the service carries out the requirements of their role as required by the Regulations.

Well-being

People told us they are happy and feel safe living at Cartref Dyfi. People's voices are heard and listened to. This can be seen within care records where people say what is important to them and how they want to live their lives, and within residents' meetings, where people say what they would like to see within the home. People are supported by care staff who know them very well. Some people experience barriers with communication and staff told us how they adapt their approach to ensure people can express their wants and needs effectively. People are treated with dignity and respect, and we observed kind, caring and fun interactions throughout the inspection. Everyone we spoke with, were positive about the service provided within the home, this included visiting relatives and external health professionals. People are asked about their communication preferences, and we heard people communicating in Welsh. Information within the home is available bilingually. Many people at the home have lived and worked in the local community which is still very important to them. The home encourages engagement with the local community and the manager intends to develop this further.

People can do things which matter to them. On the day of inspection, there was someone from the local library visiting, getting to know people, and planning for future visits. Activities staff engaged in reminiscent conversations with people using historical newspaper articles and then later lead a group music activity. Other activities include having singers and entertainers at the home, quizzes, bingo, coffee mornings, celebrating important dates and birthdays and trips out shopping. People recently visited the Osprey centre. People who can, are able to access the community independently and we saw people going into the town throughout the day for shopping and to go for walks. People enjoy a pleasant lunchtime experience which is sociable and relaxed. The catering team provide nutritiously balanced and well-presented meals, catering to a number of people with specific dietary needs and requests.

People are protected from abuse and neglect. All staff complete safeguarding training and there are robust policies and procedures in place to support people to record and report any concerns. The management team told us they are confident in dealing with safeguarding concerns and will engage with the local authority safeguarding team when needed. Effective systems are in place to monitor and review incidents and accidents and we saw where people had experienced a fall, processes had been followed and care records updated to reflect any appropriate actions taken.

Care and Support

People receive care and support which is person centred and in line with their needs and wishes. People can be confident they will be supported appropriately as pre-admission assessments are carried out to ensure the provider can deliver the required care and support to people. Individual needs continue to be reviewed through a provider assessment. The area manager told us the provider assessment continues to be developed to ensure it works effectively in identifying change to people's care and support needs. We found personal plans to be comprehensive, ensuring all areas of an individual's health and wellbeing are considered. Information within personal plans is person centred and ensures what is important to the person is captured as well as their specific care and support needs. We saw where there had been a change in a person's need, this was reflected in their records to show regular reviewing of information. People and/or their representative are asked about how they wish to be involved in the review process, and this decision is recorded in people's plans. The electronic system used by the provider ensures reviews and updates are completed in a timely way. Audits of care records are conducted to ensure information is correct and consistent throughout.

People are treated with dignity and respect. We saw people are supported to be dressed well and maintain their personal hygiene, they enjoy access to a hairdresser and being able to have their nails painted. We observed kind and caring interactions from all members of the team at Cartref Dyfi and people spoke positively about staff within all roles at the home. On the day of inspection, the home was well staffed, in line with the levels specified by the statement of purpose. There is a stable staff team in place, many of whom have worked at Cartref Dyfi for several years. This means people are supported by staff who are familiar and who know them very well, providing continuity and reassurance.

People are supported to access health and wellbeing services from external professionals. A visiting health professional spoke highly of the standard of care provided at the home. We saw people being supported to read medical letters and make arrangements to attend appointments. Records of appointments are recorded on the electronic care planning system and care records are updated with any important guidance or advice. Risks to people are identified within personal plans so care staff can easily access information about how to keep people safe. Where a risk is identified outside of usual support plans, a specific risk assessment is created.

Medication is managed and administered safely. Care staff complete medication training and we observed good practice during medication rounds. The home works with the local general practitioner to ensure people receive regular reviews of their medication.

There are effective infection prevention and control measures in place. Staff have completed training and are supported by detailed policies relating to this. There is access to personal protective equipment (PPE) which is stored safely.

Environment

People live in a service which promotes their independence and supports their safety. There is a maintenance person employed by the organisation who is responsible for the Health and Safety of the home. Maintenance records are well kept, and we saw certificates of works completed to ensure safety in areas such as gas safety and electrical maintenance. Actions from the last fire safety inspection have been addressed and there is a high level of ongoing fire safety checks completed within the home. Where people have specialist equipment in place to support their mobility and promote independence, this is serviced in line with requirements.

People are able to mobilise safely around the home and can choose to spend time in their own bedrooms or within the communal areas of the home. People's bedrooms are personalised with room number, door knocker and a familiar picture on the door to help people find their personal space. Bedrooms reflect the people who live there, with furniture from home, pictures, and other personal items. People have access to washing facilities within their rooms and WC facilities, bathing, and shower rooms are within close proximity. Bilingual and Dementia friendly signage supports people to find their way around the home.

The housekeeping team at Cartref Dyfi work hard to maintain a clean and inviting environment for the people who live there. We found all areas of the home to be spotlessly clean. People we spoke with were very complementary about the housekeeping team.

The main communal lounge has had a new carpet installed, and the room has been rearranged to better suit the needs of people who like to spend time there. There is a quieter area with softer lighting and the whole room felt more comfortable since our last visit. We saw people talking with each other and having visits from relatives. There are items of interest for people to engage with and pictures within the corridors reflect the local community in days gone by which prompts reminiscent conversations with people.

People can access outdoor spaces and the manager told us about plans to develop these areas to support people's hobbies and to encourage people to spend time outside.

The home had a food safety inspection in December 2023 and were awarded a level 5 rating, the highest which can be achieved, demonstrating hygiene standards are very good.

Leadership and Management

People live in a home which has a strong, well-established team of staff, supported by management and the wider organisation. Comprehensive systems for monitoring the quality and effectiveness of the service are in place. The area manager reported that staff are very good at using the electronic system effectively. Audits conducted include medication, care plans, falls, and finances. These are completed by the home manager or deputy and are then reviewed by the area manager. Any actions identified are recorded on the service improvement plan which we were shown and could see that all the actions most recently identified had either been completed or were in the process of being completed. We were told the home are very responsive to any action needed as they want to provide people with the best possible care and support. The responsible individual for the home visits on a regular basis and creates a report to show what areas have been looked at and who they spoke with. These visits along with information from audits and feedback from staff and people living at the home, help to create the quality-of-care report. The quality-of-care report gives an honest oversight of how the service has performed in the last six months, identifying areas which are going well and what can be done to continue to develop the service.

People are supported by care staff who are safely recruited, well trained, and supported with their ongoing learning and development. We looked at staff recruitment files and found all the required checks to be in place prior to a person beginning work at the service. All staff have disclosure and barring service checks (DBS) in place and satisfactory references from former employers. This assures people staff are suitable to work with adults at risk. Care staff complete an in-depth induction, and the provider has developed their own induction workbook which supports staff to develop their knowledge and register with Social Care Wales, the workforce regulator. Care staff are well trained and complete mandatory training as well as service specific training. Care staff complete 'Living with Dementia' and 'Do I know you' training, which is further developed with support from the manager who is experienced in working with people who have a diagnosis of Dementia. Staff receive regular one to one supervision and an annual appraisal of their work. The organisation recognises and celebrate the achievements and commitment of staff at the service. Staff told us they love their work and feel very well supported.

Information is available to people in the service statement of purpose and guide to the service. People can find information about what they can expect when they come to live at the home, as well as how to raise a concern or seek access to advocacy services. Policies and procedures are in place to support people living and staff working at the service.

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. 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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