



Inspection Report on

Llwyn Teg Residential Care Home

**Llwyn Teg Care Home
Mill Lane
Llanfyllin
SY22 5BG**

Date Inspection Completed

11/06/2024

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About Llwyn Teg Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw Healthcare (Cambria) Limited
Registered places	33
Language of the service	English
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

People receive a good service where their needs are met in a dignified and respectful way. Care workers are friendly and interact with people in a calm and unhurried manner. Personal plans and risk assessments contain detailed and relevant information and are reviewed appropriately. Personal plans reflect people well and give a good picture of the person and what matters to them. There is a programme of activities in the service which people appear to enjoy. Care workers are recruited safely and receive training to enhance their skills and knowledge to support people appropriately. They are supported in their roles and receive the required level of formal support. A range of policies help staff provide safe and appropriate care. The environment is clean and comfortable. The home's equipment and facilities are clean and appropriately maintained. The service is well-led by a committed manager, supported by an established senior team. The management team are committed to the ongoing development and improvement of the service. The Responsible Individual (RI) has oversight of the service and quality monitoring audits are completed.

Well-being

People receive person centred care and support at Llwyn Teg. Care workers are compassionate and respectful and enjoy working at the home. The service has systems to ensure care and support is of a good standard. People benefit from individualised and current personal plans. People can choose to be involved in a range of activities. They are satisfied with the meals served at the home. Residents' meetings enable people to provide feedback around menus, décor, activities, and the care provided.

The service supports people to be as healthy as they can be. Care workers have positive relationships with people living at the service and have a good understanding of people's care and support needs. The service liaises with health professionals to report any concerns and follows any guidance given. Personal plans detail any interventions needed. Deprivation of Liberty Safeguard authorisations are applied for where required. Medication is stored safely, and we saw it being appropriately administered and recorded. Medication audits are completed regularly.

People are protected from harm and neglect. Care workers have completed safeguarding training and those spoken with are aware of the procedures to follow if they have any concerns about the people they support. The provider has policies and procedures in place which support good practice. Risk assessments are in place to minimise the risk to people and care staff. A robust recruitment process is undertaken, ensuring care workers recruited are fit and suitable to work in the care sector.

A clean, comfortable environment helps support people's well-being. People can personalise their rooms to their preference which promotes a feeling of belonging. Communal areas are reasonably decorated and furnished, providing a space where people can relax or participate in activities. There is specialist equipment available for people who need it, and the home's maintenance person ensures the environment, its facilities and equipment are safe to use.

Care and Support

People and their representatives are happy with the standard of care and support provided. We received complimentary feedback regarding care workers. People told us, *"I can't fault it here, they are wonderful"* and *"I am happy here because staff are friendly and that makes a difference"*. A relative told us, *"I am perfectly happy with mum being there"*. We witnessed warm and friendly interactions between care staff and individuals. We saw care staff know the people they support well and are familiar with their needs and daily routines. A relative told us *"They know mum's needs very well"*.

People benefit from a good standard of care and support. Pre-admission assessments ensure the service can meet people's needs prior to moving in. A person-centred approach to care planning ensures people are central to the care and support they receive. Personal plans are developed in conjunction with people or their representative. They highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Risk assessments identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. Daily recordings are completed and used to monitor people's overall health when necessary. There is a four weekly rolling menu in place, which encourages people to eat a varied and healthy diet.

The service has systems in place for the management of medication. Medication is stored appropriately, and care workers carry out the relevant temperature checks daily. We did not find gaps in the electronic medication administration records (MAR). There is a medication policy in place containing guidance on the administration of medication. People have access to healthcare and other services to maintain their health and well-being. Care workers arrange health appointments where necessary.

There are systems in place to protect people from harm or abuse. Risks to people's health and safety are identified in care plans and risk assessments and are regularly reviewed. There are detailed policies in place to guide staff in all areas, including safeguarding and whistleblowing. Staff are up to date with their safeguarding training. Incidents, accidents, and potential safeguarding concerns are audited and referred to the relevant external organisations. We saw that Deprivation of Liberty Safeguards are in place for people who do not have capacity to make decisions about their accommodation, care, and support. A relative told us *"She is very safe"*.

Environment

The environment is comfortable, clean, and decorated to a satisfactory standard. The home is set over three floors with lift access to the upper and lower floor for people who have mobility issues. There are communal areas where people can interact with each other and take part in activities. We observed people in communal areas, who appeared comfortable and relaxed which suggests they are happy with the environment. A relative told us "*The dining room is beautiful*". Currently two lounges are not in use, with the manager having plans to redevelop them. There are also other areas which are currently being redeveloped, including the manager's office and storage for activity resources. There are sufficient toilet and bathroom facilities throughout the service and there is specialist equipment such as hoists available for those who need it. People's rooms are sufficient in size and are personalised with their belongings. There are domestic and laundry staff at the service daily to ensure good standards of hygiene and cleanliness are maintained.

A rolling programme of maintenance and checks ensures the environment, its facilities and equipment are safe to use. We saw up to date safety certification for utilities and fire safety features. All people living at the home have a personal emergency evacuation plan (PEEP) in place. This document provides care staff with practical information regarding the best ways of supporting people to evacuate the building in the event of an emergency. Monthly health and safety audits are completed so any potential hazards can be identified and reported for repair or replacement.

Confidentiality is maintained throughout the home. People are safe from unauthorised visitors entering the building. All visitors must ring the front doorbell before gaining entry and are asked to record their visits in the visitor's book when entering and leaving. Care records are stored safely electronically, and personnel records are kept in the administrator's office and are only available to authorised staff.

Leadership and Management

There are quality assurance processes in place to promote ongoing development and improvement of the home. The RI and manager have a good relationship, and both have good oversight of the day-to-day events that occur in the home. The RI completes their required quarterly monitoring visits, and biannual quality of care reports, identifying what is working well in the home and what actions are required to improve the things that are not working as well.

Policies and procedures underpin safe practice. We viewed several policies and procedures including Safeguarding, Medication and Whistleblowing. We found the policies are detailed and contain current statutory and best practice guidance. Policies and procedures are kept under review and updated when necessary. Other written information included the statement of purpose, which accurately describes the service.

Care workers enjoy working at the service and feel supported in their roles. Records relating to supervision show staff are receiving the required levels of formal support. This helps aid their professional development and gives them the opportunity to discuss things like workload or concerns they may have. There are currently care worker vacancies. To ensure the home is appropriately staffed, agency staff are used. We were told by some care workers that not having a fully staffed permanent team does cause morale to lower at times. The manager is aware of this and is actively trying to recruit new staff. Care workers we spoke to confirm the management team are always accessible and provide a good level of support. They told us *“The manager has all the time in the world for you”*, *“It’s a lovely place to work, demanding at times”* and *“I absolutely love working here, I feel we make a difference”*.

People living at the home can be assured staff are recruited via a safe recruitment process. We looked at a number of personnel files which contain all of the required information, such as references, Disclosure and Barring Service completions, dates and authorisations along with offers of employment. New staff members must complete a structured induction and shadow experienced members of the team to familiarise themselves with the service and people living there.

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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