



Inspection Report on

Ty Pin Coed

Kidwelly

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

24/07/2024

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About Ty Pin Coed

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

The service is delivered by a manager and care workers who are passionate about supporting the people living in Ty Pin Coed. The care, support and wellbeing of the people are at the heart of all those working in the service. People speak very positively about the care workers and the support they receive.

There is robust oversight of the service by the area manager and Responsible Individual (RI). Staff receive an in-depth induction and have the support and training they need to support them in their roles.

People are supported and encouraged to pursue hobbies and interests which are important to them. Individuals take an active role in maintaining the tidiness of their home and gardens helped by the staff team.

Well-being

People are protected from harm and abuse. Concerns are listened to and acted upon. There are robust staff recruitment measures in place along with a high-quality induction. Staff receive regular supervision and guidance to support them in their roles. There are policies, procedures and guidance in place to support staff which are regularly reviewed. Staff receive a range of training to assist them in their role and to better equip them to deliver the support individuals need. Care workers are clear on their responsibilities to report any concerns around the safety or harm of the people they support. There is clear oversight of the service by the area manager and the RI.

People receive a service which actively supports and promotes their individual needs and preferences. People and their representatives are involved in the planning and reviewing of their care and support. Care and support records and associated risk assessments are very detailed and person centred. People are regularly consulted about their views and suggestions for the service. Care workers have detailed knowledge of the people they support and an enthusiasm and passion for working in the service. External health professionals are actively involved in the health and well-being of people being supported by the service.

People are afforded numerous opportunities to develop their interests and learn new skills. People participate in a range of activities, events and hobbies which are important to them. Care and support plans clearly reflect the person's needs, preferences and interests. People speak highly of the range of opportunities open to them and how much they enjoy them.

Care and Support

People are supported by care workers who are passionate about the people they support and are very knowledgeable and understanding of their individual needs. Observations conducted throughout the inspection show care workers interacting and supporting people in a kind and respectful manner. Staff use a range of verbal and non-verbal communication techniques according to people's individual needs. People, who are able to, told us how much they liked living in Ty Pin Coed; *"it's great here, I'm very happy as this is my home"* and *"the carers are really good and so is [manager]"*. Care workers are very clear about their responsibility to protect people from harm and abuse and their obligation to report concerns.

Care and support records and associated risk assessments are of a high quality, very detailed, person centred and give a great sense of the person. People, their relatives and health professionals are actively involved in the development and reviews of care and support plans. People's individual needs are well known and understood by care workers, and they are well able to respond to people's health conditions through their knowledge and the training they receive. People also participate in regular meetings with their key worker. The outcomes of these meetings are accurately recorded and signed by the individual. The service works proactively with health professionals and services to ensure people stay as healthy as possible. Supporting people to achieve their personal outcomes is at the core of the service and is actively promoted by the manager and staff team.

People's individual interests, preferences and choices are understood and promoted by manager and the staff. People have access to transport and go on holidays and trips to places they like and are interested in. Activities are devised and structured with the person, so they are meaningful to them. People told us about the range of activities and interests they have and get involved in. One person who had returned from a volunteering role during the inspection told us how much they got out of the experience and how important it is to them and their interests *"I had a lovely time, walked miles"*. Regular house meetings are held to obtain people's views, opinions and choices. People also take responsibility for maintaining the tidiness of their home and gardens and assist staff to complete health & safety checks.

Environment

The service supports people to live in a homely environment. People's bedrooms are individually decorated, furnished and configured according to their needs and wishes. The communal areas are welcoming and a hub for people to meet and socialise. There are a number of pictures and displays produced by people living in the service and staff members within the communal areas which add to the sense of community and belonging. Communal gardens are well maintained and offer people the opportunity to enjoy during warm weather. The service is clean and well maintained. There are appropriate maintenance reporting processes in place.

The risk to people's health and safety is minimised. Visitors are required to sign in and out of the service. Firefighting equipment is serviced regularly, and window restrictors are in place where required. Emergency exits are free from obstructions and substances hazardous to health (COSHH) are safely stored in locked cupboards. People's individual personal evacuation plans are readily available in emergencies. Environmental risk assessments are undertaken and regularly reviewed.

Leadership and Management

People receive a service delivered by a manager and staff team who feel supported, appreciated and enjoy working in Ty Pin Coed. Staff told us *“it’s brilliant here, a really nice environment, everyone is helpful, give advice, there’s plenty of support. The manager and senior staff are really helpful, we are a tight group”, “It’s really good here I have a great work / life balance. M&D are great, it has been a fairly smooth transition from the other company. We are a chilled team. I have great support from the manager and seniors” and “[manager] is great, you can speak to him at any time, and he’ll always help you. [Area Manager] is really nice as is [RI] who always has a chat to the staff when he visits”.*

The manager is experienced, registered with Social Care Wales and is well supported by his manager and the organisation; *“I am very well supported by my line manager and the RI”.* We observed very positive and respectful exchanges between the manager and his line manager during the period of the inspection.

Care workers speak passionately about the work they do. They told us *“I get so much out of supporting ‘the guys’, it is so rewarding”, “this is what I call job satisfaction, being able to support [X] and see him achieve his goals is absolutely amazing and rewarding, for both of us”.* Observations of interactions between staff and people during the inspection corroborate their commitment and passion about their roles.

There are strong governance arrangements in place. The RI has clear oversight of the service and visits regularly. CIW have received copies of Regulation 73 visit reports and Quality of Care Review reports which demonstrate this. People and staff confirm the RI visits the service and talks to them during this time. There are a range of audits undertaken to inform and drive the delivery of the service.

Care workers undergo a thorough recruitment process. The staff records demonstrate the appropriate checks and clearances are sought prior to commencing employment. Staff receive a quality induction; this was verified by a care worker who had recently started employment with the organisation who told us *“I had a really great induction. I had plenty of time to read the care plans and get to know the residents. I think I did 6 shadow shifts”.* Staff also receive regular supervision an annual appraisal and a range of mandatory and specialist training to support them in their roles.

There are policies, procedures and guidance readily available for staff to refer to. These are regularly reviewed and updated. The Statement of Purpose accurately reflects the service being provided and CIW are kept updated of incidents through its on-line notification process.

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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