



Inspection Report on

Maes-y-felin Care Home LTD

**Maesyfelin Care Home
Drefach
Llanybydder
SA40 9YB**

Date Inspection Completed

17/10/2024

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About Maes-y-felin Care Home LTD

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Maes-y-felin Care Home |
| Registered places | 19 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | 1 September 2023 |
| Does this service promote Welsh language and culture? | This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

People receive a highly effective person-centred service. They are supported by a stable and caring staff team, whom they have built up excellent relationships with. The deputy manager's effective leadership has helped to create a family culture at the home. When discussing the service, a representative told us, *"There is such a positive atmosphere at the home and the staff and residents get along so well with each other"*.

The environment is homely, people are relaxed in the different spaces throughout the building and grounds. Communal areas are comfortable and enable people to interact with one and other or spend quiet time alone or in smaller groups.

The Responsible Individual (RI) is based at the service and knows people, their representatives and staff well. The RI improves the quality of the service by analysing information from a variety of audits and people's feedback from their visit reports.

Well-being

People are treated with dignity and respect. The person centered ethos means people's individual circumstances are considered and they supported in line with their needs. People are supported to remain as healthy as possible because the manager involves health and social care professionals. People do things that matter to them such as, taking part in activities and being involved in their local community. The outstanding approach by the service helps people to maintain the most important relationships with their friends and family. A representative told us, *"Mam has improved so much since coming here. We are so happy. The carers are excellent and we can only sing their praises"*

The service respects people's cultural preferences and provides an 'Active Offer' of the Welsh language. This means It anticipates, identifies and meets the Welsh language and cultural needs of people who live at the service. Many of the staff speak Welsh and every effort is made to ensure people can receive support in their chosen language.

People are protected because of the safe recruitment process and induction; staff are also supported to register with the work force regulator Social Care Wales. People get the right care and support because the service has an ongoing training and development programme. Staff protect people from abuse and neglect and are confident to raise any issues with the relevant bodies. People and their representatives are able to talk to the deputy manager or RI and confident to raise any concerns.

The building is homely, comfortable and well maintained. People personalise their own rooms as they choose. There are different spaces available for people to do things they enjoy, for example socialising with each other, reading, watching TV and engaging in activities. The accessible gardens are well used by people to do things that help to keep them as healthy as possible.

People have a voice and input into the running of the service because they know the RI and regularly talk to her. The RI uses a variety of different quality audits, that identify any lessons to be learned, areas to improve and action plan to develop the overall service. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the highly effective care and support they receive. We saw many understanding and caring interactions between people who live and work at the home. All staff respect people as individuals and help to create a family-oriented culture. A care worker told us, *"We are like one big family"*. People value the excellent relationships they have with the staff team, an individual told us, *"The staff are so kind, caring and I know lots of them. That's why it feels like a family"*. Passionate and enthusiastic care workers spoke positively about their role and the relationships they develop with people, one said, *"I love having a chat with the residents and making them laugh"*. Representatives value the consistency and skill of the staff team, one told us, *"The staff are fantastic. They know her so well and she really likes them"*.

The provider ensures personal plans are informative, up to date and focus on what is important to each person. Effective and individualised, electronic plans help guide care workers to support people to achieve their health and well-being outcomes. Risk assessments support people to maintain their independence, while helping them to remain as safe as possible. Outcome focused personal plans are reviewed every month to ensure they are up-to-date and concentrate on what people want to achieve. The deputy manager responds quickly to any changes to people's needs and clearly documents the advice given by health professionals. Daily notes record the planned care provided as well as an account from the persons perspective.

The service has a planned weekly activities programme that includes, arts, crafts, exercise classes, movies and external entertainers. People also enjoy regular past times, such as reading newspapers, books, watching television and interacting with each other. People and their representatives have a strong connection with each other, when family or friends visit they usually spend time with several people. Visitors also take an active role in facilitating cultural events such as singing, poetry and Welsh culture. People are encouraged to be active members of their community by visiting local areas, shops and places of interest.

There are sufficient staffing levels in place to effectively meet people's needs and support them to achieve their goals. We observed many bilingual conversations throughout the inspection and a representative told us, *"The Welsh (speaking) is very important but the whole staff team are great and they all have the right ethos"*.

Environment

The environment is maintained to a very high standard by a dedicated housekeeping and maintenance team. Individuals move around the service with ease and use a variety of aids to support their mobility. The manager ensures any restrictions are done so legally and Deprivation of Liberties Safeguards (DoLS) assessments are in place. Care workers are clear about any restrictions that affect them and work in line with the assessments.

People are relaxed and comfortable in the communal areas and they describe the service as homely. A representative told us, *"There is such a family feel here. It's a care home that really does care"*. People personalise their rooms with their own photographs, ornaments, and furniture. The grounds are accessible, people enjoy spending time in them with their family and friends. We were told that people and their representatives have taken responsibility for an area of the grounds and have planted bright flowers. During the summer months people grow their own fruit and vegetables in accessible, raised beds.

The provider has upgraded two bedrooms, purchased new armchairs and replaced any old beds with new specialist ones. Maintenance systems are effective and any issues are resolved quickly. Equipment to support people's mobility, safety and independence is available and in good working order. Regular health and safety audits of the property are completed throughout the year. Testing of fire safety equipment is up to date and the building is compliant with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. Catering staff prepare home-cooked meals, they know people well and are aware of everyone's needs and preferences. People enjoy a social dining experience and look forward to mealtimes. Events such as birthdays and special occasions are celebrated and people take part in 'taster' sessions to sample food from different countries or cultures. Representatives are positive about the meals and told us about the benefits the nutritious food has had on people. An individual told us, *"I get the type of food I like"*.

Leadership and Management

The RI has excellent oversight of the service, they are a regular presence at the home and know people well. They use a variety of quality audits and the managers reports to continually drive quality standards at the home. Care workers describe the RI as very organised and approachable and one told us, *"[RI] will just get things sorted, if we need anything we just ask her"*. The RI completes a report about the service every three months, they sample documents and discuss the quality of the service with people, their representatives, and staff. The six-monthly Quality of Care Review uses a variety of feedback to ensure lessons are learned and improvements are made in the right areas.

The RI is well supported by the deputy manager, who leads by example and has helped to create a family, friendly and person-centred culture at the service. They share their time between working directly with people and their management duties. We observed many, sensitive and caring interactions between them and people throughout the inspection. Care workers highly value the availability and support of the deputy manager, one said, *"You can just talk to the [Deputy Manager] and she is so helpful"*. A representative told us, *"[RI] and [Deputy Manager] are always here, they are easy to talk to and the culture starts at the top with them. This place is fantastic"*.

Care workers receive regular supervision but value the managers open door policy, one said, *"I don't have to wait for supervision I can go and talk to [Deputy Manager] or [RI] and they get things sorted"*. There is effective communication between the team, that helps to ensure people receive a consistent and high-quality service. Care workers have a good understanding around safeguarding and are confident to report any concerns to the manager, RI or the relevant external agencies.

The necessary pre-employment checks take place before new staff start work. Care workers receive a comprehensive induction and shadow experienced members of staff, to prepare them for their new role. Care workers receive a combination of online and face to face learning to successfully meet people's specific needs. Care workers register with the workforce regulator Social Care Wales and gain further professional qualifications.

The RI has enrolled the service on a research project, which supports the home with opportunities to share best practice. Staff have access to the latest information and equipment around innovative initiatives to prevent skin damage.

The whole staff team make a point of stopping and chatting to people, we observed many unrushed conversations throughout the inspection. The skilled and stable staff team offer continuity of care that supports people to achieve their specific outcomes. A representative told us, *"I count my blessings that we found a place here. It's a wonderful home and I can't praise them enough"*.

| 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 |

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