



Inspection Report on

Cysgod Y Coed Ltd

**Cysgod Y Coed Residential Home
Llanilar
Aberystwyth
SY23 4NR**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

25/10/2024

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About Cysgod Y Coed Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cysgod Y Coed Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	17 August 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 are very positive about the friendly and individualised service they receive. Care workers have been at the service for years and have developed trusting relationships with everyone. People told us there is a family feel at the service and a care worker said, *“It’s very homely and the residents are like my family”*.

People are relaxed and comfortable in the homely environment. The well-maintained communal areas are used by people to socialise with each other, their visitors and the staff.

The Responsible Individual (RI) is also the manager of the service. They have good oversight of the home and use information from audits and feedback from people to continually improve the quality of the service.

Well-being

People are treated with dignity and respect. The person centered ethos means people's individual circumstances are considered and 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 are supported to maintain important relationships with one and other, their friends and family.

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's 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 RI/Manager and are 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, watching TV and taking part in planned 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/Manager well and regularly talk to her. The RI uses quality audits and actions from her visit reports to identify any areas to improve the service. The Quality of Care Review identifies areas to improve the service following consultation with people who live and work at the home.

Care and Support

People are very happy about the friendly and caring service they receive. We saw many positive interactions between people and staff throughout the inspection. The experienced and dedicated team of care workers know people well and have developed positive relationships with them. Care workers told us, *"It's like my second family because we care so much"* and *"It's so rewarding, it doesn't feel like a job"* and *"It's very homely and the residents are like my family"*. Individuals who live at the service told us, *"The girls (care workers) are great"* and *"I have no problems at all"*. A representative told us, *"Cysgod-y-Coed is a home in the proper sense, i.e. reminiscent of a family home rather than a care home. Everyone knows each other and relationships with the staff are very good"*.

People, their representatives and care workers are involved in developing and maintaining concise and informative personal plans. Senior staff review plans with people every month to ensure information is accurate and up-to-date. The service works closely with health professionals and their input is reflected in plans to enhance people's health and improve their well-being. Daily care notes record the care and support completed and an account of the day from the perspective of the person.

Medication storage, administration and recording systems are safe and in line with national guidance. Senior care workers ensure medication is managed appropriately and take time to give people the right dose of medication at the right time.

The service has introduced a new activities programme and people enjoy playing music, singing, getting involved with a variety of arts and crafts. People also enjoy reading, watching television and chatting with each other. People spend time with their friends and family in the service and enjoy accessing their local community.

Many of the staff are bilingual and communicate with people in English or Welsh as they choose. The majority of the care workers live locally and are able to discuss things that are of interest and importance to people. Staff told us they have sufficient time to care for people and we observed many unrushed interactions. A care worker said, *"We've got time and can go the extra mile for people, we can pamper them"*.

Environment

The environment is maintained to a good standard by a dedicated housekeeping and maintenance team. People move around the service with ease and use a variety of aids to support their mobility. People are relaxed and comfortable in the communal areas and they describe the service as very homely. A care worker told us, *“We make this place as much like their own home as we can”*. People personalise their rooms with their own photographs, ornaments, and furniture. The grounds are accessible and people enjoy spending time in them in the warmer weather. When discussing the suitability of the home a representative said, *“Everything seems to be set up to make life easier for the residents”*.

The provider has purchased a new accessible bath, completed some renovation work to the roof and installed new guttering. Maintenance systems are effective and any issues are resolved quickly. One person told us *“[Staff Member] is fantastic and gets things sorted out 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 Emergency 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. An individual told us, *“The food is fantastic, plenty of it and it’s what we like”*.

Leadership and Management

The RI is also the manager of the home and has effective oversight of the service. They are based at the service daily and know people, their representatives and staff well. We saw many open and friendly interactions between them and people during the inspection. The RI/Manager 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 from people who use the service, staff and professionals to ensure lessons are learned and improvements are made in the right areas.

The RI/manger is well supported by the administration officer and senior care workers, who have helped to create a family orientated culture. Care workers highly value the availability of the RI/Manager, one staff said, *“[RI/Manager] is really good, she listens and just sorts out any issues, she is very understanding and supportive of us”*. Representatives describe the RI/manager as easy to talk to and focused on the people who live at the service.

Care workers receive regular, helpful supervision and value the RI/managers open door policy. One staff member said, *“[RI/Manager] is always about and any issues can be raised as they happen and they get sorted out”*. 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 RI/Manager or external bodies.

The necessary pre-employment checks take place before new staff start work. Care workers receive a comprehensive induction and shadow experienced members of staff, that helps to prepare them for their new role. Care workers register with the workforce regulator Social Care Wales and gain further skills through professional qualifications.

The skilled and stable staff team offer continuity of care that supports people to achieve their specific outcomes. A representative told us, *“As a relative, I am happy that my [representative] is safe and well cared for by people who genuinely care about her welfare and are kind”*.

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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Date Published 06/12/2024