



Inspection Report on

Ty Arfryn

**Alltynap Road
Johnstown
Carmarthen
SA31 3QY**

Date Inspection Completed

27/09/2024

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About Ty Arfryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	11 May 2023
Does this service promote Welsh language and culture?	This service is working towards being a bilingual service.

Summary

The service is delivered by a dedicated manager and a team of care workers who are passionate about supporting the people living in Ty Arfryn. The care, support, wellbeing and safety of the people is at the heart of all those working in the service. People and professionals speak very highly about the management, staff and the care and support provided.

There is strong oversight of the service by the Responsible Individual (RI). Staff receive an in-depth induction and have the management support and high quality training they need to assist them in their roles.

People are aided 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 assisted by the staff team.

Well-being

People are protected from harm and abuse. Concerns are listened to and acted upon. People say they feel safe living in Ty Arfryn and told us : *“there’s no reason to feel unsafe and the many changes that have been made to my room help to keep me safe”*. 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 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 manager and 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. 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 in Ty Arfryn. People speak Welsh with staff and the Welsh language is promoted within the service.

People are afforded numerous opportunities to do things that matter to them. People participate in a range of activities, events, social groups and hobbies which are important to them. The individual interests are well known by staff and the care and support plans clearly reflect the person’s preferences and interests. People speak highly of the range of opportunities open to them and how much they enjoy these.

Care and Support

People are supported by care workers who are passionate about the individuals they in their care and are very knowledgeable and understanding of their needs. Observations conducted throughout the inspection demonstrate care workers interacting and supporting people in a kind and respectful manner. People told us how much they like living in Ty Arfryn and told us, *“I really like it here, [manager] is by far the most excellent manager I have known, he’s so layed back”, “[manager and staff] are always friendly, easy to talk to and open with me about decisions about my care and why they have been made”* and *“I feel confident, bubbly and happy living here”*. Care workers are very clear about their responsibility to protect the people living in Ty Arfryn from harm and abuse and their obligation to report any 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’s individual outcomes are accurately recorded and signed by the person. The service works proactively with health professionals and agencies to ensure people stay as healthy and as safe as possible. Encouraging and supporting individuals to achieve their personal outcomes is at the core of the service and is actively promoted by the manager and staff team. One person told us how happy she was to be starting to administer her own medication in the next week and told us, *“it’s a real achievement for me”*.

People’s individual interests, preferences and choices are understood and actively promoted by the manager and staff. Activities are decided with and structured by the person, so they are meaningful to them. People told us about the range of activities and interests they are involved in. These include volunteering, going on trips to places of interest including zoos and museums, cooking, baking, DIY, attending clubs and organisations according to their interests and even appearing on TV and having their own pod cast. When discussing their interests, people told us, *“I love baking, I make lots of different cakes and share them with everyone here”, “I really enjoy DIY and using the skills I have”*.

Feedback from a professional involved with a person living in Ty Arfryn demonstrates how highly they regard the service. They told us, *“I have been very impressed by the staff team at Ty Arfryn and how they have supported a person with very complex needs. [Manager] and I have an excellent working relationship and he always acts on the advice and information the CMHT provide”*.

Environment

The service supports people to live in a homely and welcoming environment. People's en-suite bedrooms are individually decorated, furnished and personalised according to their needs and wishes. The refurbished communal kitchen with its large dining table is welcoming and a real hub for people and staff to meet and socialise.

There are a number of displays of photographs of people and staff participating in a range of activities and interests exhibited on walls which adds to the sense of homeliness. Information about care workers is readily available for people to read to learn about the individuals. One person told us *"it's good to know about the staff and their interests. It adds to us all knowing each other like families"*. Other communal areas including a bathroom and lounge are well maintained and welcoming for people to use.

Communal gardens are kept tidy and are enjoyed during warm weather. People help with the gardens if this is an interest of theirs. One person has made a 'Ty Arfryn' sign which is displayed at the entrance to the service.

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 (COSSH) 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 to support the safety of people living in Ty Arfryn. The service is well maintained as there are appropriate logging and reporting processes in place to ensure any defects or improvements required to the environment are acted upon in a timely manner.

Leadership and Management

People receive a service delivered by a highly dedicated manager and staff team who feel well supported, appreciated and enjoy working in Ty Arfryn. Staff told us *“I love coming to work and look forward to it, I love it”, “We have the best manager; he has a good sense of humour and listens to everyone’s ideas and feedback”* and *“I would not change anything for the world. The only thing I want to change or improve are the lives of the people we support”*.

The hard work and dedication of the manager and staff team are recognised and rewarded through an ‘Employee of the Month’ and national awards programme arranged by the organisation. A ‘Share and Shine’ scheme has been introduced by the manager, where a senior staff member takes a member of the team for a hot drink to talk about each other’s interests and to get to know each other away from the workplace. One staff member told us; *“I learnt a lot about [Manager], it helps to get to know each other better”*. The manager is experienced, registered with Social Care Wales and is very well supported by the RI and the organisation. Staff also receive valuable support following incidents through de-briefing meetings. One care worker told us *“the de-briefing meetings are so helpful” as some of the incidents are really very traumatic for staff*.

Care workers speak passionately about the work they do. They told us *“I feel there is a real supportive and respectful team ethos in Ty Arfryn. This is promoted by the manager”, “It is a great home full of amazing staff”* and *“supporting the people is so rewarding – we are a great staff team, there is a relaxed atmosphere here, it’s really great”*. 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 including several shadow shifts. This was verified by a care worker who had recently started employment with the organisation, who told us *“it was an intense and detailed induction followed by two weeks shadowing experienced staff, it really prepared me well”*. 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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