



Inspection Report on

Min-y-Mynydd

**Min-y-mynydd Resource Centre
Eglwys Fan Rhymney
Tredegar
NP22 5QA**

Date Inspection Completed

19/08/2024

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About Min-y-Mynydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caerphilly County Borough Council Adults and Children's Services
Registered places	26
Language of the service	English
Previous Care Inspectorate Wales inspection	[8 June 2022]
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

People's health and well-being are prioritised by the service. Skilled care workers encourage people to maintain their daily living skills whilst living with dementia. People choose when and how they participate and take part in meaningful activities. The manager and supporting team have extensive knowledge in dementia care which underpins each aspect of the outstanding service.

The service has considered people's varying needs and designed an environment to enhance people's experience. Specialist equipment is provided to support people's independence. The environment is welcoming and personalised to the people living there. There are planned spaces to enable people to pursue their hobbies and daily interests.

The manager is passionate about providing a high quality service which delivers excellent outcomes for people. Care workers are motivated and enthusiastic about their roles and responsibilities. The responsible individual (RI) completes their regulatory duties appropriately, seeking feedback from people, their representatives, and staff.

Well-being

People experience excellent well-being as a result of the outstanding care and support and high quality environment of the service. We observed people undertaking a variety of meaningful activities throughout the inspection. Skilled care workers provide just the right amount of support to people to enable them to maintain their daily living skills. We saw people washing up, and making drinks, and doing the little things that make them feel at home. People's families and representatives speak highly about the service. One family member told us *"I was told my mother would be treated like a family member and she is, this is a home from home for her."* People are supported to contribute to their community. The service has strong links with the community and organises a variety of bespoke activities to suit people's hobbies and interests. Care workers go above and beyond to enable people to lead the lives they choose, supporting people to attend events in the community. The manager and care workers speak passionately about maintaining people's links with the community and local area. There is a clear focus on maintaining people's individuality.

People have access to up-to-date information in a way that works for them. The service has an up-to-date statement of purpose which outlines how the service is run, alongside its core values and ethos. The service supports people to remain healthy and active. We saw people go for local walks each day, socialising and enjoying the exercise. People are supported to be mentally and emotionally stimulated, we observed people complete crosswords, knit, and chat with staff and one another. Others maintain the garden with support of a community group. Care staff keep detailed records about people's health, and people are supported to manage their health with regular appointments with health professionals. We observed people enjoy their meals, with fresh foods served at the table for people to choose and help themselves. People experience control over their day-to-day lives and contribute to the decisions that impact them.

The service has a robust safeguarding policy and procedures to protect people from harm and abuse. People are informed about how to raise concerns and told us they feel confident to do so.

Care and Support

Care and support is expertly tailored to meet the varying needs of people living with dementia. We observed people leading independent and meaningful lives in the service, sharing their skills and expertise with others, and being valued for this. The manager ensures care staff use creative approaches to maintaining people's hobbies, interests, and skills. Care staff provide care and support of a very high standard. Staff interaction with people is excellent; we saw frequent meaningful interaction between people and staff working in a variety of roles. The interaction is professional, warm, friendly, and fun. People are supported to do as much for themselves as possible with support given when needed. Care workers are attentive and encouraging of people's skills and independence. One person told us being in the service makes them *"Feel confident."* People are supported in line with their personal plans. People and their families or representatives are involved in the development and review of personal plans. These plans are highly personalised, giving an excellent sense of who the person is and what support they need, and importantly what they can do for themselves. There is effective guidance to support care staff to meet people's day-to-day needs. We saw care staff implementing plans to a very high standard. One person's family told us *"The care and communication with my mother is outstanding."*

Care staff keep accurate daily notes to evidence the care and support being provided. Care focus on people's mood as well as activities and tasks, and comment on the impact of this on people's well-being. The service has a strong focus on ensuring people's physical and mental health are supported. There are robust processes in place for supporting people's health appointments, and accurate record keeping.

The management team consider risks and specialist needs in the care planning process, and ongoing. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. The service analyses data relating to people's health and well-being and uses this to improve service delivery over the long term. The service has thorough processes in place to support the safe handling of medication. There is a policy and procedures in place in line with current best practice and guidance. We saw people's medication is stored and administered safely. The management team have excellent oversight of medication processes.

Environment

The service is bright, clean, and welcoming. Each area of the environment has been extensively considered in line with people's needs. The décor and layout of the service innovatively supports people's dementia needs. Colour is used to highlight equipment and different areas within the service, supporting people's visual needs, and orientation. The environment is decorated with photographs of people living in the service. People can see themselves and those they know participating in varied activities, which can be used as conversation starters. The service has linked with a local community group to repurpose art supplies; people's artwork decorates corridors and walkways.

There are ample communal spaces for people to enjoy. Communal lounges include pleasant and homely chairs, set up for people to be able to talk to one another. There are plenty of spaces for dining. We saw people sat in small groups enjoying a freshly prepared meal at the table. People help themselves to vegetables and drinks, and choices of main meals are brought to the table, enhancing the sensory experience of mealtimes. There are domestic areas in the service for people to stay actively involved in their own care and support, completing everyday activities such as washing up and laundry.

The service joins onto a garden project. People in the service participate in gardening activities and contribute to the upkeep of the flower boxes and borders, giving them a sense of ownership and pride. The garden provides additional communal space, and is excellently presented, enriching the experience and activities for people who choose to participate.

People's bedrooms are highly personalised and reflect the interests and needs of people living in them. Specialist equipment is sourced and maintained by the service. We saw the use of coloured walking aids to support people's visual needs. There is a thorough cleaning regime in place. The service manages infection prevention and control procedures well. People can be assured they are supported in a safe environment. The home has regular inspections of their utilities and safety equipment such as gas, electric, and fire. However, records are not always available at the service. There is an ongoing programme of maintenance in the service to ensure the environment continues to support people's needs.

Leadership and Management

There are effective governance arrangements in place to support the smooth running of the service. The manager is familiar with people living in the home, and with staff. The manager, supported by the senior team drives high quality service delivery, ensuring consistently good practice. The manager has a passion for dementia care ensuring all staff receive training in line with best practice. This has enabled and supported the development of a positive culture in the service, improving the well-being of those who live and work there. One staff member told us *“We are all trained to the highest standards. We are all invested in to make sure that we provide the best care to those we support.”* There are clear processes in place for the monitoring and auditing of the service. Information gathered is routinely considered and used to guide updated practices. The responsible individual (RI) has clear oversight of the service. The RI completes regulatory visits seeking feedback from people, their representatives, and staff.

There are enough staff on duty to support people effectively. Rotas are planned in advance, and staff are clear about their role and responsibilities. Although some staff told us they would value clearer times for breaks away from people in order to support their well-being. Care staff are suitably recruited, trained, and supported to carry out their duties. The service follows safe recruitment practices and staff are supported to register with Social Care Wales the workforce regulator. Most care staff have worked in the service for many years and feel well supported by the manager and senior team. One staff member told us *“We are supported on a daily basis, and if any issues arise we know this can be discussed and a solution provided.”* There are plenty of opportunities for learning and development, and staff speak positively about implementing what they have learnt. Care staff receive regular support and supervision sessions, and practice is discussed in frequent team meetings. This service does not provide an 'Active Offer' of the Welsh language currently as people in the service do not speak Welsh. However, the service considers the language needs and preferences of people during initial assessments. The service would endeavour to provide services through the Welsh language if the need were identified.

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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