



Inspection Report on

Mill Row

Swansea

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/01/2025

Welsh Government © Crown copyright 2025.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About Mill Row

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tan Yr Allt Lodge Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	23/11/2023
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

The manager and care workers at Mill Row work well as a team to ensure people's outcomes are achieved and their well-being is maintained. The team are supported by a covering Responsible Individual (RI) in the absence of the registered RI.

Staff know people well and people appear comfortable with staff. People's individuality and routine is respected and supported. People are enabled to be as independent as possible. Personal plans and other care documentation reflects what is important to the person and reflects professionals' assessments and recommendations. Care and support is provided in accordance with this.

People's living areas are personalised to what is important to them. Independence is promoted where possible with the use of manual handling aids and adaptations and assistive technology such as door sensors.

On going recruitment is in place to ensure good staffing levels are sustained at Mill Row. Staff are provided with a five day induction and ongoing training and supervision. All staff spoken with are positive about the support in place from the manager, the RI and organisation as a whole.

Well-being

People have choice and control over their day to day lives. Currently there is not a requirement for the Welsh language active offer at Mill Row. However, if people want to learn Welsh, they are supported to do so with attendance at local Welsh conversation groups or classes. People's preferences around their personal care, routine and daily activities are respected and supported.

People have a voice and information is available to them. We saw people attend regular meetings where they get an opportunity to say what they are happy with and what they would like more of. They have access to a 'Service User Guide' which has information about their home and how to make a complaint or access an advocate.

People are safeguarded and staff confidently know how to report safeguarding concerns. Staff have a good understanding of Deprivation of Liberty safeguard (DoLs) authorisations in place and the process around best interest decision making. One member of staff told us *"It helps people with some decisions they may not be able to make on their own"*.

Staff know people well and have a very good idea of what is important to people and therefore value the importance of supporting them to achieve optimum health and wellbeing. People are supported to sustain relationships with family and friends and to be a part of their community.

People live in a home that is personalised and individual to their needs and abilities. Improvements have been made to enable people to achieve maximum independence. There is an ongoing programme of decoration and maintenance to ensure the home is kept in a good state of décor and repair.

Care and Support

Care documentation is detailed and very person centred. Personal plans contain information about people's family background, growing up, what they are good at and what they enjoy doing. They inform staff of the level of support people require. People's outcomes are detailed within care documentation and how these can be met. We saw improvements since the last inspection with personal plans reflecting professionals' assessments and recommendations. This impacted positively on the standards of care and support provided. For example, the detail within manual handling plans being put into practice. The plans inform staff how to safely support someone in the home and away from the home.

Personal plans are up to date and reviewed regularly. We saw recordings in people's own words as to how they would like to achieve their outcomes showing people have a voice and are involved with deciding their outcomes and plan of care. The manager told us they will work towards ensuring family members and representatives are invited to quarterly reviews (where it is conducive for people's well-being and is their wish).

Independence is supported and promoted where possible whilst ensuring people's safety and routine is maintained. Staff spoken to showed respect towards people and had a good understanding of what is important to them and know them well.

Medication is stored as required and administered as prescribed. We saw daily balance checks of medication are completed as part of the monitoring and auditing.

Deprivation of Liberty safeguard (DoLs) authorisations are requested as required in a timely way. These ensure any required restrictions are agreed and in the best interest of the person's well-being. We saw evidence of meetings where people's best interests are discussed. People have independent advocates who act as their representative for such decisions.

Referrals are made to professionals and specialists within the organisation when required. This can enhance people's support where needed. Occupational therapy and physio assessments are reflected in people's support plans and the care and support that is implemented. We also saw people attending health appointments during our inspection visit.

Environment

People's bedrooms are individual and very much reflect their interests and what is important to them. People were happy to show us their living area and are encouraged to personalise it making it 'their' space. We saw some people's living areas enabled them to access their own kitchenette and ensuite shower rooms to ensure their privacy and independence is supported. People told us about hobbies they enjoy and how they are supported to fulfil these. We saw people take pride and ownership of their living areas.

Independence and safety of people is considered within the environment. Since the last inspection a stair lift has been installed. Door sensors have been fitted to ensure staff are alerted to provide support where needed.

Environment maintenance checks are completed as required such as an annual gas service. We saw staff complete regular health and safety audits and have regular legionella temperature monitoring in place. A fire risk assessment has been completed within the past 12 months and we saw records to show the required professional checks in relation to fire

equipment, regular monthly fire alarm drills and full fire evacuations are completed. Personal emergency evacuation plans (PEEPs) documents are accessible and up to date should they be required.

The kitchen hygiene rating is 5 (very good). We saw records of food temperatures and good awareness of safety in the kitchen. The home overall was clean and tidy. The home has nice décor and furniture with a homely feel. We saw an unoccupied room was being redecorated in preparation for someone moving into Mill Row.

The provider strives to make improvements to ensure people's outcomes continue to be achieved. The manager told us plans are in place to enable people to access the whole garden more easily. This is reflected in the quality care review report as an identified improvement.

Leadership and Management

Staffing levels are in line with the service's Statement of Purpose (SoP) and the support people require. All staff on duty know people well and what is important to them. Improvements were seen, as staff told us that the manager always ensures an experienced member of staff is in charge. They also said if there is any change with unplanned staff absence, cover is provided or the routine is changed to ensure the safety and well-being of people living in Mill Row.

Overall we saw notifications are made to Care Inspectorate Wales (CIW) as required. We did note the timeliness of a recent notification was delayed and the manager is not always notifying of all DoL's applications as required. We were informed this will improve.

Quality assurance processes are in place to ensure the service continues to improve. Feedback forms and compliments were seen from family members/visitors. The RI captures their oversight in quarterly reports of visits completed. Consideration is given to staff recruitment, retention, reporting of incidents, audits and complaints and compliments. Policies are in place and an up-to-date, SoP is available.

Staff recruitment processes ensure staff are fit and have the knowledge and skills to provide the level of care and support required. Prior to commencing employment, references and disclosure and barring service (DBS) checks are obtained. Gaps in employment are explored and recorded and 'right to work' checks are completed. Staff are very positive about the training in place, particularly regarding the five-day induction that gives them confidence in their role supporting people. Staff receive monthly supervision initially until they have settled into their role and completed their six-monthly probation period. Regular quarterly supervision is provided thereafter. Staff meetings also take place every few months. Whilst this is usually for the staff on duty the minutes are then shared

with the wider team. An overview of the team training was seen and shows staff are 95% compliant with staff training and that includes topics such as safeguarding, medication competency and positive behaviour support

All staff spoken to told us if they need any support, they can access this easily with their peers, their manager and/or senior staff within the organisation in the absence of the manager. Feedback includes *“X is a lovely manager”* and *“Recruitment is underway...We have plenty of support with covering shifts.”*

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	
21	Care and support is not always provided as determined by professional's assessments and the individual's personal plan. The provider needs to consider professional assessments and ensure personal plans are accurate and provide the identified care and support.	Achieved
34	The provider does not ensure that at all times suitably skilled, competent and experienced staff are on duty. The provider needs to ensure staff left in sole charge of the home are competent with suitable experience to ensure the safety and well-being of people.	Achieved

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 13/03/2025