



Inspection Report on

Ty Machen

Caerphilly

Date Inspection Completed

13/02/2024

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About Ty Machen

Type of care provided	Care Home Service Adults and Children Without Nursing
Registered Provider	Consensus Support Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	[4 January 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 are supported with dignity and respect at the service. The service is a small home and has built positive links in the community. People are supported to lead meaningful lives and engage in activities that matter to them. Care workers are skilled at supporting people to gain and maintain skills. People are supported to work towards their wellbeing outcomes. The service follows person centred approaches to ensure that all people can contribute to their personal plans and wellbeing goals.

The home is clean and designed to meet the needs of the people living there. People have the opportunity to personalise their bedrooms, and there are ample communal areas for people to spend time. Care workers support people to use the environment in a way that works for them

There is good support from the management in the service for care workers. Care workers tell us they have good opportunities for learning and development. We found that the management structure enable care workers to develop skills and grow in competence and confidence. Care workers receive regular supervision to support them in their roles. The manager is supported by the responsible individual (RI) to ensure that there is clear oversight and governance of the home.

Well-being

People appear happy and engaged at the service. We saw that people are well presented and supported to express choices in their appearance. Care workers follow the active support model. This is a model of care that supports people to participate in meaningful activity, and to be actively involved in their day-to-day lives. People are encouraged to make frequent choices throughout the day. We saw care workers support people participate in a range of activities within the home. Care workers tailor their approach to meet the different needs of people living in the home.

People are supported to engage within their local communities. During the inspection people visited their local community centre to play pool, games as well as food and drinks. Care workers plan weekly activities with people and keep records about people's enjoyment and participation. We saw that people's activities are planned to meet their interests, and these are scheduled in people's bedrooms using visual planners.

People are supported in a timely manner due to the high level of staff support. Care workers are friendly, professional, and warm. Care workers speak about people positively and take pride in their roles. The service ensures that all people have regular access to health care. We saw clear records of health appointments, referrals, and notes. Personal plans reflect the information shared at people's health appointments to ensure that people get the right care and support, as early as possible.

People are protected from harm and abuse. The service has a safeguarding policy in place and ensures that safeguarding procedures are followed. People have access to information about the service, and what they can expect and how to raise concerns. The service user guide is written in easy read format. However, this may not be accessible for all people living in the home. People are supported to be healthy and active. The home considers people's compatibility prior to people moving in. People in the home have enough space to spend time socially, or to spend time privately. The home is spacious and considers the needs of people living within it. People benefit from spacious outdoor areas, as well as additional living spaces to support relationships within the home. The service promotes people's rights for relationships. Personal plans and wellbeing goals outline how the service will enable people to maintain their important relationships. People have regular contact with their families and representatives.

Care and Support

People benefit from the care and support they receive. We saw that people have good rapport and positive relationships with their care workers. People have personal plans which clearly outline their personal wellbeing goals. Each goal is monitored, and action is taken by the service to ensure people achieve them. People's personal plans are clearly written and provide care workers with day-to-day guidance to meet people's needs. There is a focus on supporting people to gain or maintain their skills within their personal plans. Care workers benefit from clear instruction on how to meet people's needs following an Active Support approach. We saw that personal plans match the up to date guidance provided to the service by external professionals, such as health guidance, and people's local authority care plans.

People's personal plans are reviewed frequently, and evidence about any changes or progress is captured in the plan. People have allocated keyworkers who consider their needs monthly and use person centred approaches to enable people to feedback about their care and support. We saw some examples of care workers using alternative forms of communication to encourage people to express their needs and wishes. The management have good oversight of care and support delivery. We found that care records are thorough, providing robust data about people's health, participation, and engagement. There is a focus on wellbeing within care notes as well as day-to-day tasks.

Risks and specialist needs are considered by the service during people's initial assessments, as well as ongoing within personal plans. We saw that each aspect of people's personal plans contained guidance for identifying and managing risk positively. People are supported to be as independent as possible. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. The service ensures that it considers people's mental capacity in relation to specific decisions. The service uses a decision making tool to support care workers to understand the best methods and times to support people's decision making. However, we found that the implementation of this is not always evidenced within people's personal plans.

The service promotes hygienic practices and effectively manages infection and control procedures. Care workers have access to personal protective equipment (PPE) and use this appropriately. The service has a clear medication policy and procedures for the safe handling and administration of medication.

Environment

The environment meets the needs of people living at the service. Décor is minimal in communal areas to meet people's sensory needs. The home benefits from plenty of outdoor space with a large garden and decking area which people use in all seasons. People's bedrooms are personalised and show people's personalities and preferences. People are supported alongside their families and representatives to make their bedrooms a positive space for them. People benefit from large ensuite wet rooms and bathrooms. There are spacious corridors and doorways to enable people to navigate the home using their specialist equipment. The manager ensures that people's specialist equipment is safe and in good working order. Regular safety checks are carried out and any issues identified are addressed.

People are supported to participate in the day-to-day upkeep of the home. Care workers support people to clean and tidy their bedrooms, as well as complete tasks such as laundry and meal preparation. The home is clean and tidy, and clutter is kept to a minimum. There is some wear and tear in bedrooms and communal spaces due to the heavy use and needs of people living in the home. The manager and the RI have a clear action plan for managing and maintaining the environment over the long term.

The kitchen is spacious and has space to support people to take part in cooking activities. There is a dining area as part of the kitchen, and this leads into both lounges with the option to have them closed or open plan. The manager has plans to renovate the kitchen to address some wear and tear and ensure that it is suitable to meet the needs of all people in the home. The home has a rating of four (good) with the food standards agency which demonstrates that the home follows safe practices in food preparation. We found some signage in the kitchen which was for the benefit of care workers and detracted from the homely environment.

The manager ensures the required safety checks are being completed in line with best practice guidance and the relevant regulations. Fire safety checks and evacuation drills take place which involve people living in the home as well as care workers. The service has consistent records relating to all safety checks. The manager is supported by the wider organisation to ensure that all regular maintenance checks are carried out by external professionals in relation to utilities such as gas and electricity. We saw that the home has all required safety certification in relation to this. The manager keeps records of the dates and has clear systems for monitoring and managing this.

Leadership and Management

There are clear oversight and governance arrangements within the service. The manager is supported by a deputy manager and two team leaders. This management structure enables the team to provide hands on and practical support and mentoring to care workers, in addition to administrative tasks required. People's care needs are identified and considered to ensure that the home has the correct staffing ratios. We saw people supported by the number of care workers identified in their personal plans, resulting in timely and consistent support. People benefit from allocated care workers each day which has improved the quality of care documentation and records.

The manager told us they are well supported by the RI. The RI completes regulatory visits to the service and audits and analyses the quality of care being delivered. The RI has clear oversight of the home, which is effectively managed day-to-day by the management team. The RI seeks feedback from care workers and families and completes observations of care and support when written or verbal feedback is unable to be provided by people living at the service. This information is collated and analysed and a report on the quality of care is provided every six months. The manager completes frequent audits and checks in relation to the home's environment as well as the quality of care provided. Regular reviews are undertaken by the management team to ensure that people are supported in line with best practice.

Care workers receive regular support and supervision sessions to ensure they are competent and confident within their roles. Care staff told us they are well supported and have good opportunities for learning and development. We spoke to a team leader who focuses on upskilling care workers with practical coaching and mentoring. We saw that the manager keeps clear records about staff training and compliance and found that care workers routinely complete mandatory and additional training in line with their roles. The service follows safe recruitment practices and supports care workers to register with Social Care Wales the workforce regulator. During inspection we found that some care workers were not yet registered, but this was addressed immediately by the manager.

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
36	Care staff do not receive one to one supervision with their line manager at least every three months	Achieved
58	There are gaps in medication records and the temperature of the room where medication is stored is not checked regularly	Achieved

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