



Inspection Report on

Yr Ysgol Ltd

**Yr Ysgol
Heol Giedd
Ystradgynlais
Powys
SA9 1LQ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/02/2025

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About Yr Ysgol Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Yr Ysgol Limited
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	
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

Yr Ysgol provides good quality care and support. People are understood and are treated with dignity and respect. People's voices are heard, and they do the things which make them happy. People choose how they spend their time and are supported to be as independent as possible. People are safe and protected from abuse and neglect. People spend time in their community and feel like they belong.

Personal plans of care are detailed, robust and reviewed regularly. Referrals are made to health and social care professionals without delay and care workers document any changes to people's needs promptly. Medication is stored correctly and administered safely.

A consistent team of committed care workers are recruited safely, are well trained and caring. Specialist health professionals are available within the provider organisation. Good management arrangements and oversight of the service are in place. The service manager is accessible to people using and working at the service. The Responsible Individual (RI) visits regularly and consults with people to make improvements.

Well-being

People have information about the service and what opportunities are available to them in the wider community. People's individual circumstances are understood, considered and their voices are heard. Individuals supported by Yr Ysgol are treated with dignity and respect. They speak for themselves and make decisions, helping them to feel in control of their lives.

People make choices about how they would like to spend their time and what they would like to do. Making choices about their daily living, promotes a sense of involvement and independence. Activities are planned in the service and people are encouraged to participate. We were told about people using community facilities and visiting family, doing the things which matter to them. People are supported to maintain the relationships which are important to them, with the service being proactive in planning activities with loved ones. A person using the service told us, *"I make my own choices. I choose how I spend my time."*

People enjoy living in a home they call their own and we saw people being supported to decorate their rooms. People told us they feel safe and protected. People receive a good standard of care and support from staff who they trust and who know them well. Care workers have been safely recruited, trained and supported, helping to maintain people's wellbeing.

People are supported to maintain their overall health and emotional wellbeing. The care worker team have good relationships with people and understand their physical and emotional needs, and recognise when they may need some extra support. Care workers seek support from specialist internal and external professionals in a timely manner. Robust management systems also ensure people's medications are well managed.

Care and Support

People using Yr Ysgol can be confident the service understands their needs and their personal outcomes. People are assessed by senior care staff and specialist professionals before receiving a service, taking into consideration information from the person, their representatives and others. The service provider considers these assessments and other available information to confirm they can meet a person's needs prior to moving into the service.

Detailed personal plans accurately reflect people's personal outcomes, care, and support needs. Robust individual risk assessments identify risks and provide guidance for keeping people safe and well. People using the service are involved in timely reviews of personal plans, including risk assessments. Personal plans recognise specialist needs, which inform individuals' care and support provision. We saw care workers understand individuals' needs and use effective strategies to support their wellbeing. Regular notes record care and support provided and information from the day which is important to the person.

People are positive about the care and support they receive. People using the service are supported to live as independently as possible. They are supported by caring staff who understand their needs and know them well. People have regular planned opportunities to talk with care workers about their personal outcomes. Support is planned according to people's wishes.

People are supported to maintain their overall health and well-being. The service provider accesses other internal and external health and social care professionals when required, to ensure people receive prompt medical treatment or assessments. Advice from other professionals is included within care plans. Records are completed to effectively monitor people's health, wellbeing and activities.

The service provider has safe systems for medication management. Medication records are fully complete, storage arrangements are safe, and the overall administration of medication is effective.

People are kept safe by care workers who have undertaken safeguarding training and understand their responsibilities. Robust risk assessments are in place to identify and minimise individual risks

Environment

People appear to be relaxed and at home in Yr Ysgol. People are comfortable using the communal areas of the home. People living at Yr Ysgol have the use of 3 lounge areas and can also use 3 kitchenettes with support from care workers. Outside there is a large garden area where people enjoy playing football on the astro turf pitch, gardening and using the smoking area.

Yr Ysgol is well maintained and the environment is clean and well ordered. Significant development work is planned at Yr Ysgol. Plans consider the needs of people who live at the service and any potential disruption.

People are supported in a safe environment. The service provider ensures risks to people's health and safety are identified and mitigated. The entrance to the home is secure and visitors must ring to gain entry. There is oversight and upkeep of supplies and equipment, such as gas, electricity and lifting equipment. We considered records relating to maintenance and health and safety, which evidenced there is sufficient oversight to ensure the environment is safe. We noted window openings are secure.

Individuals have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills are undertaken regularly.

People's rooms are personalised and reflect their hobbies, interests and what is important to them. Staff are respectful of people's personal spaces and support people to keep their rooms clean and tidy.

The kitchen has been awarded a score of five by the Food Standards Agency. This suggests standards of cleanliness and hygiene within the kitchen are very good.

Leadership and Management

The staff described the RI as being accessible and competent. There are systems and processes in place for effective governance and oversight of the service with the RI visiting regularly. People using the service provide feedback to the RI about the support they receive. The RI completes audits and produces action plans, to ensure continuous improvement of the service.

The Statement of Purpose describes the service offered at Yr Ysgol and explains how the service will be provided. We found the service delivery aligns with the Statement of Purpose.

The manager and care workers know the people who use the service well and people are comfortable and confident in their company. Staff have confidence in each other and feel well supported. We were told the care staff team was, *“Supportive”* and, *“Welcoming.”* People using the service trust and value the care workers, one person told us, *“They’re good and if they weren’t, I’d be happy to say so.”*

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Staff enjoy working at the service and value the people they support. Care workers are registered with Social Care Wales, and staffing levels are sufficient to meet the needs of people using the service. There is a stable staff team at Yr Ysgol with little staff turnover, helping to maintain continuity and consistency of support.

Staff complete comprehensive mandatory training and induction. Staff have a positive attitude to professional development and training compliance is very high. A member of staff told us they, *“Felt more confident after the training.”* Staff told us they receive regular supervision and are positive about the support received during supervision.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People living at Yr Ysgol have access to information giving them a clear understanding of how the service is provided and the records kept.

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 04/04/2025