



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Ty Eirin



Ty Eirin Care Home, Thomastown, Tonyrefail, Porth, CF39 8EE



01443675010



www.harbourhealthcare.co.uk

Date(s) of inspection visit(s):

04/04/2025, 03/04/2025

Service Information:

Operated by:	Harbour Healthcare SW Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with personal care, Care home for adults - with nursing
Registered places:	87
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	This service is not making a significant effort to promote the use of Welsh language and culture

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Excellent



Leadership & Management

Excellent

Summary:

Ty Eirin is a large purpose built home situated in Tonyrefail. The home provides accommodation for up to 87 people who require nursing or residential care.

People receive excellent care and support at Ty Eirin. Nurses and care workers know people very well and provide exceptional care in a kind and caring manner. Highly detailed personal plans detail how people like their needs met and are reviewed regularly. Care workers provide people with timely support and complete care recordings to a very high standard. People's wellbeing outcomes are excellent, their rights are promoted as nurses and care workers support them in the least restrictive way. They understand what is important to people and anticipate their needs and wishes exceedingly well. People engage in an extensive variety of meaningful activities to enhance their well-being. The environment is excellent, safe and accessible with purposeful indoor and outdoor areas. People are encouraged to personalise their own bedrooms and communal areas are light and airy and beautifully decorated. There are robust procedures in place to maintain the building, equipment and grounds to ensure all is in good state of repair and safe for people. Leadership and management is excellent. Staff receive highly effective training and support to undertake their roles. The responsible individual (RI) visits the service regularly and has effective oversight.

Findings:



Well-being

Excellent

People's right to make their own choices is promoted by the outstandingly positive culture in the service. We saw care workers asking people questions and encouraging them to make choices where they could. Care workers offer a choice of high-quality meals, and the service has a food hygiene rating of five, which is 'very good'. We saw people had a positive experience during lunch, their dignity was respected by the approach adopted by staff. Regular resident/relative meetings take place, whereby people can have a say in the running of the home, including meals and activities. We saw regular reviews are held with individuals and/or their advocate to make sure their person-centred personal plans continue to meet their care and support needs. There is an excellent variety of activities on offer, people have a choice in which they wish to participate in.

People are safeguarded from abuse and neglect. The building is secure, and visitors sign electronically into and out of the home. This ensures there is an accurate record of who is in the building at any one time. Risks to individuals are included in detailed personal plans and highly effective risk assessments, which are regularly reviewed. Equipment such as a call bell system, and sensor mats are available, they enable people to get the care they need at the right time. Areas of the home that could pose possible hazards, such as the medication room and sluice room are locked. Any issues or complaints can be raised with the manager, who has an open-door policy, or via the formal complaints process in place.

People are supported very well to develop and sustain positive relationships within their community and with the people they live with. The home has strong links with various community groups. Nurses and care workers are very attentive and respond to people's different needs with appropriate levels of effective prompting and support. People appeared relaxed and comfortable in the presence of staff. Staff speak in a very friendly, caring and respectful way and people respond positively. People living in Ty Eirin told us, "*I'm definitely happy with a capitol D*", "*It's very good here, we are like family*" and "*the carers are a very very positive part of the support I get*". We witnessed hugely positive interactions during the inspection and saw care workers supporting people in a dignified manner.

People live in accommodation which meets their needs. The provider always prioritises people's well-being, ensuring that their accommodation not only meets their needs but also significantly enhances their quality of life. There are numerous areas where people can sit and have some quiet time or spend time with visitors. Numerous 'themed' rooms and spaces enable people to choose where they would like to spend time. Management and staff have a very good knowledge and understanding of providing highly effective dementia care in an environment that has been carefully considered to support good outcomes for people.



Care & Support

Excellent

People are supported by highly skilled staff with an excellent understanding of their individual needs and preferences. The service carries out a thorough assessment prior to a person moving to the home to ensure they can meet their needs and to consider the impact of other people at the setting. Personal plans are highly effective, reflect individual needs and give the information needed to support people well. Where possible people and/or their relatives are involved in developing their plan. Comprehensive risk assessments are in place to ensure people are supported to make their own choices as much as possible and remain safe. We spoke with a relative who told us *"I couldn't ask for better, they are knowledgeable and experienced, they know him well, they are tuned into families as well, I feel fortunate to have this placement."*

People's rights to liberty are protected and safeguarded. The provider reports any concerns about people's safety to local safeguarding teams and makes Deprivation of Liberty Safeguarding (DoLS) referrals when there is a risk that care arrangements may deprive them of their liberty. Best interest decisions are made for people who may not have capacity to make specific decisions, following consultation with family members and other professionals. Personal plans are reviewed monthly, this ensures any changes in needs are identified quickly and actioned as soon as possible.

People receive their medication as prescribed in accordance with national guidelines and service policy. Secure arrangements are in place for storing, ordering, and administering medication which is stored securely. Medication administration record (MAR) charts contain all required information and are completed correctly with signatures when medication has been administered. Controlled drugs are also appropriately stored and recorded. The medication policy in place contains guidance on the administration of 'as required' medication (PRN). We saw evidence staff receive training on the administration of medication to ensure they remain sufficiently skilled. The completion of routine medication audits ensures practice remains safe and effective.

People are protected by high standards of hygiene practices which comply with laws and guidelines related to food handling, hand washing, and cleaning. Highly effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised. During the inspection we saw a plentiful supply of personal protective equipment (PPE) was available to staff. Care workers were wearing appropriate PPE when undertaking personal care and during the lunch service. Substances hazardous to health (COSHH) are stored appropriately and securely. We saw the laundry facilities, which are more than suitable to meet the needs of people living in the home. A current detailed policy on infection control measures is in place, it is reviewed and updated as necessary.



Environment

Excellent

People benefit from excellent use of the space available through creative use of living areas. The environment is cleverly designed to meet people's needs and wishes as far as possible, using innovative ways to promote independence. The provider ensures effective systems are in place to maintain and manage the accommodation and make required adjustments to meet people's needs. The environment is comfortable, clean, and decorated to an excellent standard. There are many 'themed' communal areas where people can interact with each other and take part in activities. We observed people in communal areas, they appeared comfortable and relaxed which suggests they are happy with the environment. There are sufficient toilet and bathroom facilities throughout the service and there is specialist equipment such as hoists available for those who need it. People's rooms are sufficient in size and are personalised with their belongings. There are domestic and laundry staff at the service daily to ensure good standards of hygiene and cleanliness are maintained.

The provider demonstrates a very strong commitment to ensuring the premises and any equipment is maintained and serviced to a very high standard. People benefit from the service's strong commitment to ensuring safe practice. There is a rolling schedule of servicing and maintenance in place to ensure that equipment such as hoists and the lift are functional and safe for use. Fire equipment is checked and alarms and lighting are tested regularly. Water systems are checked for temperature regulation and legionella. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. External contractors are used when required to test services such as gas and electricity.



Leadership & Management

Excellent

People achieve excellent outcomes because the provider has a very strong commitment to ensuring high numbers of extremely skilled and knowledgeable staff are in the service at all times. The service provider makes sure there are enough suitably qualified and trained staff to deliver quality care and support. They recruit staff safely and provide them with consistent support to ensure people receive a good standard of quality care. We sampled staff personnel files and found they contain all the required recruitment information. This included references and a current Disclosure and Barring Service (DBS) check to ensure they are fit to work. Nurse pins are valid which evidences their suitability for practice. Care staff are registered with Social Care Wales (SCW) the work force regulator. Staff are up to date with both comprehensive mandatory training and specialist training relevant to the needs of the people they support. Staff we spoke with feel supported by their manager and records confirm that they receive regular one to one supervision sessions. The rota showed good staffing levels are achieved and was reflective on the day. The service has a team of bank staff and do not use agency staff, this ensures continuity of care for individuals. We saw staff follow robust company policies and procedures, which supports good outcomes for people.

The provider uses comprehensive audits of all aspects of the service to monitor practices. They complete highly detailed analysis of audit findings and take action as a result to promote and uphold high standards of care quality, resulting in highly effective and sustainable improvements for people. Effective governance arrangements and strong leadership ensure good quality care and support for people. We saw evidence that the RI has good oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. On a six-monthly basis, the RI produces a quality-of-care report. The service appropriately notifies relevant regulatory bodies and statutory agencies when there are concerns or significant events that might affect the well-being of individuals receiving care. A dedicated and experienced manager ensures people are at the heart of the smoothly run service. They are supported by nurses, care workers and wider team who follow procedures whilst providing dignified care and support. The service has a strong vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a very good variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback. Staff told us the manager has an 'open door' approach and is very approachable.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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