



Inspection Report on

Cartref Mynydd

Pontarddulais

Date Inspection Completed

28/01/2025

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About Cartref Mynydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Orbis Education and Care Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	13 th June 2023
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

Cartref Mynydd is a service which supports up to a maximum of five people with complex needs. People are able to express their desires and wishes and provided with choices in all aspects of their day to day lives. They are supported with their communication needs and a range of different methods are used to support people's understanding.

Assessments are carried out to ensure people's care and support needs can be met and are kept under ongoing review. They inform personal plans which are detailed and provide care staff with clear direction on how to support people to achieve their well-being outcomes.

Quality assurance systems are effective in recognising good practice and analyse information to drive improvement at the service. The manager and staff team are committed to delivering a good standard of care and support and have very strong lines of communication with people, family members and stakeholders. A consistent team of agency care staff are used to cover shortfalls and aim to provide continuity for people living at the service.

The service is divided into five self-contained flats, are kept in a good state of repair and encourage people to live as independently as possible.

Well-being

People's voices are heard, and they are given choices in all aspects of their day to day lives. Activity planners provide people with a choice of recreational activities and tasks which promote independent living skills. People get to do things most important to them which include leisure activities such as swimming, concerts and going for meals out. They have access to an information guide which outlines the provision of the service, health services and advocacy services. The guide has been developed and formatted to meet people's needs and understanding.

People attend a monthly meeting where they can express their views and wishes. Subjects include activities they would like to engage in, household matters and if they wish to raise any concerns. People's communication needs are supported, and 'easy read' records ensure people understand the information provided to them. Care staff are suitably trained in communication methods to meet people's needs.

The service provider works closely with family members and one family member told us; *"The communication with (the manager) is fantastic."* People are supported to maintain positive relationships which supports their emotional well-being. They get to spend time with people most important to them. Families are encouraged to visit the service; people regularly meet up with family members and communication methods such as video calling are utilised.

People are supported with developing independent living skills such as cooking, laundry and keeping their flats clean and tidy. Some people attend an internal academy where they are able to engage in a range activities which support their development.

People are encouraged to lead healthy lifestyles and supported to follow a balanced diet. They are given options of foods and consideration is given to people's dietary requirements. Most people are supported to eat a balanced diet and maintain a healthy weight. We were told the service is working towards ensuring people are given options of healthier alternatives during meal and snack times.

Safe safeguarding systems are in place and people can be assured concerns are dealt with effectively. Information is provided on how to raise a concern which is suitable to meet people's needs and understanding.

Care staff are suitably trained in the administration of medication. Effective systems are in place to store, monitor and record medication and is overseen by the manager.

Care and Support

Pre-assessments are undertaken to ensure people's care and support needs can be met and consideration is given to the compatibility of living with others at the service. Provider assessments are suitable to assess people's ongoing support needs and are reviewed regularly to ensure people are achieving their well-being outcomes. Some information within assessments would benefit from further explanation and clarity to ensure people are receiving care and support for their identified needs. The manager assured us the records will be reviewed following inspection.

Personal plans are written in the voice of the person and provide clear details on how they would like to be supported by care staff. People's outcomes are identified within personal plans, and a range of different parties are involved in the review process. Quarterly reports are in place which focus on people's achievements and goals they aim to achieve in the future. Behavioural plans provide a step-by-step guide on how to support people to maintain a positive sense of well-being and mitigating measures to keep people safe. Risk assessments identify associated risks to each person and measures are implemented to safeguard them and others.

People are supported with their ongoing health needs, and we saw evidence of annual health checks being undertaken. People are supported to attend health appointments, including specialist services such as occupational therapy, psychiatry, and epilepsy. Health profile's provide clear guidance on how to support people with their health needs and are kept under regular review.

Daily diaries are completed consistently by care staff and provide information about people's day and night routines. Food and fluid diaries are completed which monitor people's intake and support them to follow a balanced diet.

Care staff are warm, kind and committed to supporting people to achieve their well-being outcomes. They are sensitive to people's needs and treat people with dignity and respect.

Multi-Disciplinary meetings are carried out regularly to ensure people are supported within their best interests.

Deprivation of liberty and Safeguarding (DoLS) referrals and assessments are undertaken to ensure people are not deprived of their liberties.

From records reviewed and observations, there was no evidence of the home currently providing an 'Active Offer' of the Welsh language.

Environment

The service is divided into five self-contained flats which promote an independent living model. People make choices on how they like their flats to be decorated and personalise to their own taste. Photographs and artwork are located on the walls and provide a homely sense. Each flat has their own living area and seating for people to sit and spend time with care staff. Bedrooms are warm and comfortable, and people have plenty of storage for clothing and items of interest. Bathrooms are generally clean, tidy and people have access to cleaning items which promotes a good level of hygiene. Kitchens within the flats can be used when required, however, most of the cooking and storage of food is located in a larger communal kitchen. The communal kitchen cupboards are well stocked, foods are labelled once opened and temperatures recorded. A large table and chairs provide enough space for people and care staff to sit and have a meal together.

A communal living area is available for people to spend time with each other if they wish. It includes robust furniture and a table and chairs where people can spend time engaging in arts and crafts and playing games.

The outside area provides a large area with a range of equipment such as a football goal, basketball net and a swing chair which can be used on nicer days. Planting beds are available and used to grow items during the spring and summer months.

Flats are generally well-maintained, and any repairs required are recorded on a maintenance log. Overall, the service is well decorated and homely, some areas are more sparsely decorated, and we were told this was in line with people's individual needs and preferences.

Fire safety systems are in place and equipment is regularly serviced. People have Personal Emergency and Evacuation Plans (PEEP) in place and provide clear guidance on how to support people during an emergency. A visually formatted PEEP has been developed to suit people's needs and understanding.

Leadership and Management

The Statement of Purpose (SOP) is kept under regular review and is reflective of the service delivered. It has been developed in an 'easy read' format and shared with people living at the service. Details include assessments, standards of care and support and opportunities of leisure activities in the local area.

Highly effective quality assurance systems provide analysis of consultation with a range of different parties, auditing systems and provide actions to improve the delivery of the service. The Responsible Individual (RI) provides effective oversight and visits the service in-line with regulatory requirements and circulates a report of their findings. Actions identified within the report are required to be completed by the manager within a suitable timescale. A six-monthly quality of care report focuses on areas which are going well and areas for development which aim to improve the service.

Care staff told us they receive regular supervisions and appraisal and feel supported by the manager of the service. One care staff member told us; "*The manager is really supportive and approachable.*" Care staff feel valued, and three have recently been nominated for various awards at a regional level for exemplary work within the care sector. Family members told us there are strong lines of communication with the service since the appointment of the manager.

Care staff are suitably trained and have a good level of compliance in relation to their mandatory training. They are required to undertake the All Wales Induction Framework (AWIF) and nearly all are registered with Social Care Wales (SCW).

The rota is managed to ensure people get to do the things most important to them. Despite the home contending with care staff shortages, consistent agency staff are being used in efforts to promote continuity within the home. Agency care staff are required to undertake an induction prior to starting work and ensure they are familiar with the service. Agency care staff have profiles in place to ensure they have undertaken suitable training and are safe to work with people.

Safe recruitment checks are being carried out for permanent care staff and demonstrated DBS (Disclosure and Barring Service) checks and references being undertaken.

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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