



# **Inspection Report on**

**Tegfan**

**Tegfan Homes  
Arthur Street  
Ammanford  
SA18 2DR**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**09/12/2024**

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## About Tegfan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	M&D Care Operations Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection since the re-registration of the service.
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

People receive a high quality service delivered by a dedicated and passionate manager and care workers. The diverse staff team are greatly valued and celebrated by the manager and senior team. Staff receive a comprehensive induction and a range of training to support them in their roles. The Responsible Individual (RI) has robust oversight of the service through detailed quality audit tools and Regulation 73 visits.

People's individual health and wellbeing needs are at the centre to those working in the service. Care and support records give a real sense of the person, their needs and what is important to them. Family members and professionals speak very highly about Tegfan.

The environment is designed to safely support people living and working in the service. All areas are clean and tidy and en-suite bedrooms are personalised where possible. There are secure outdoor spaces available for people to use and enjoy. There are plans to develop areas within the building and the garden to further enhance people's lives and experiences.

## Well-being

People have a voice and are encouraged to communicate their needs. People and/or their representatives are actively involved in decisions and choices about their care and support. Individuals are involved in the RI's Regulation 73 visits. People express their views and choices using a range of communication methods which staff understand. Care workers work closely with the person, representatives and health and medical professionals to ensure their voice is heard.

People's physical, mental health and emotional wellbeing is promoted. People receive care and support when they need it. Care workers are well trained and skilled to effectively support people during times of crisis. Health and medical services are actively involved to support individuals. Care and support plans are very detailed, person centred and developed and reviewed with the person and /or their representative and a multi-disciplinary team of professionals.

People live in a service developed to support and protect them. The health and safety of those living and working in the service has been carefully considered in the building and development of Tegfan. The environment is clean and clear of clutter, bedrooms are personalised and reflect people's personalities and preferences, whilst maintaining personal safety.

People are protected from harm and neglect. The manager and staff team strive to protect and support the people within their care. Recruitment processes are comprehensive. Staff receive a detailed induction and ongoing training and development. Care workers have safeguarding training and clearly understand their responsibilities of reporting any concerns around the safety of the individuals living in the service. There are policies and procedures in place to support staff and these are regularly reviewed.

There is a high standard of oversight of the service. The management team have a clear vision of the service and are well supported by the RI and the organisation to do so. There are detailed audits undertaken, the findings of which are acted upon. The RI regularly visits the service and produces detailed reports from these.

## Care and Support

People are supported by a management and staff team committed to achieving the best possible outcomes for the individuals living in Tegfan. The ethos of the service is promoted by both managers and staff. Care workers are very knowledgeable and passionate about supporting people to have the best quality of life. They told us *“it’s amazing being able to help the people we support achieve incredible things”* and *“the people we support are at the centre of all that we do”*. Discussions with the manager and staff clearly demonstrate their determination and commitment to achieve the best possible outcomes for all those living in the service.

People, where possible and /or their representatives are actively involved in the planning and reviewing of their care. A range of communication methods are used to support this. Care and support records are very detailed and give a real sense of the individual. Plans and associated risk assessments are reviewed regularly.

A multi-disciplinary team of professionals are routinely involved in the care and support of people when required and this is well documented in care records. This has also been confirmed by a professional who says *“individuals are supported to make choices and decisions, with the right level of support. Each individual has an allocated key worker”*.

Professionals speak highly of the care and support records for the individuals living in the service. They told us *“care and support plans from the provider are in place, reviewed every 3 months. All details are on the access electronic system, hard copies and in the form of grab sheets for new staff are readily available. All areas of needs were identified and were laid out clearly for ease of reading. They had clear actions for staff to follow, to ensure individuals needs are met”*.

The achievement of personal outcomes for the people living in the service are greatly important to all those involved. These include accessing local amenities and integrating into the social community. To be supported to be able to use public transport so they can go to local amenities and activities. Being supported to be able to join family members on holiday, attending shows, trips and holidays of their own choice. Individual activity planners are produced in a format which is best understood by the person. These are detailed and person centred. It cannot be underestimated the significance of these outcomes for the individuals living in Tegfan.

## Environment

The service provides an environment which supports people to achieve their personal outcomes. The layout of the environment enables people living and working in the service to use the facilities available to them safely. People's individual spaces are designed with the person in mind for their needs, and safety. Some of the people's spaces have been decorated in their preferred colour and with murals of their favourite movie characters. There are health and safety features throughout the building to help support and protect people and staff members. There are plans to further develop a sensory room for people to use and benefit from.

Garden areas are welcoming and offer the opportunity for people to use them for their own enjoyment. There are plans to develop a 'grow to eat' area with raised beds so people can be involved in growing vegetables and other produce which they will be able to enjoy.

The provider continues to work with health and social care professionals and families to ensure the environment is meeting the individual assessed needs of the person. One professional told us *"the environment at Tegfan is appropriate for my client, the layout, furnishings & safety measures in place are vital in maintaining his safety and well-being"*.

There are appropriate measures in place to minimise risks to people's health and safety. All visitors are required to sign in and out of the service using an electronic identification system. Testing and servicing of fire-fighting equipment are completed within the required timescales. CCTV is in operation both externally and internally. Best interest's meetings including the involvement of people's representatives have been held when CCTV is being used within individual spaces. The appropriate policies, procedures and plans are in place in such circumstances.

Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible. Emergency exits are clearly signed and free from obstruction. Doors are controlled by a fob key system. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. The service is clean and well maintained.

## Leadership and Management

There are robust governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of his detailed reports which demonstrate people, their representatives and staff are spoken with as part of his visits to the service. Staff also confirmed this with us; *"I've met [RI] several times, he always takes an interest in staff and the people we support"*. There are a range of detailed monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

The manager is passionate about her role and delivering a person centred care approach for all the people living in Tegfan. This passion is echoed by the staff we spoke to during the inspection who told us *"I love working with [X], it's great to see him do so well", "it's a really good place to work and very rewarding, the people we support are at the heart of everything we do"* and *"I want to do the very best for the people I support"*. The manager greatly values and celebrates the diversity of her staff team and promotes a culture of support and respect. A care worker told us *"I really feel as though I am treated as part of the family and my faith is truly respected"*.

Relatives and external professionals speak very highly of the management and staff. They told us *"they are making a real difference, all I have ever wanted was for [Z] is to be happy and safe, thank you for trying so hard to achieve this", "staff and management keep me updated regularly and raise any concerns as soon as incidents or issues arise. I am happy with the support the service users have and there are always positive comments from the service users"* and *"the staff team at Tegfan have demonstrated a commitment to the success of my client's placement regardless of the difficulties they encounter daily"*.

Staff receive a very detailed induction, regular supervision, support and an annual appraisal. Care workers told us *"I had a very detailed induction, lots of training and information. This was followed by shadow shifts", "I have regular supervision and an annual appraisal" and "I have supervision about every two months"* and *"I can always speak to one of the seniors or [manager] if I need support at any time, they are there for the staff"*. This is corroborated in the staff records we read during the inspection.

All staff attend a range of mandatory and specialist training to enable them to support people living with very complex needs. Staff told us about the different types of training they have received and the benefits it brings to them and the people they support. The service's training matrix and care records corroborates this. All staff spoken with demonstrate an exemplary understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

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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