Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Lynton Community Care - Caerphilly

Lynton Community Care Ltd, Unit A, 27 Commercial Street, Hengoed, CF82 7DW

02920405678

Date(s) of inspection visit(s):

29/04/2025, 06/05/2025, 06/05/2025, 22/04/2025

Service Information:

Operated by:	Lynton Community Care Ltd
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

Lynton Community Care – Caerphilly provides domiciliary support for adults in their own homes within Caerphilly and its surroundings. The service plans to support children soon but does not currently. Additionally, there is a supported living provision for individuals aged 18 and over with learning disabilities.

Well-being is positively reported as people feel reliably supported by the service and they are treated with dignity and respect. Care staff understand their needs and preferences. The care and support provided is person-centred, enabling people to live as independently as possible.

Care and support is effective because people receive consistent, high-quality care from professional, friendly care staff. Care documentation is personalised and reflective of peoples' needs with proactive risk management plans.

On balance, leadership and management is good because the service is well led. There is a culture of openness and honesty and staff report feeling valued and supported. Governance and quality assurance measures are in place to facilitate reflection and development. The manager and responsible individual (RI) are committed to further enhancing service monitoring and improvement highlighted at this inspection.

Findings:

Well-being — Good

People and their relatives are very happy with the care and support provided with comments such as *"highly rated"*, *"five stars"* and *"just the best"* used to describe the service. People say they have positive relationships with care staff and use words like *"caring people"*, *"very friendly"* and *"kind"* to describe them. Each visit is well planned to include time for meaningful interactions. One person told us *"They know me well and always show an interest, we have a laugh, they are all very caring."*

People have control over their daily lives, with their preferences and opinions acknowledged. They participate in decisions about their care and are helped to set well-being goals, focusing on independence and using their strengths. One person told us *"They are excellent, I can't fault them, they will do anything for me. They always ask if there is anything else I need."*

People are supported to stay as healthy as possible. Care staff are familiar with people's health needs as they are detailed in their personal plans. Personal plans are updated when needed to ensure they remain reflective of people's needs.

People are protected from harm and neglect. There are robust policies and procedures in place which inform care staff of what is expected of them. Care staff are safely recruited and trained in protecting vulnerable adults and/or children where appropriate. Care staff understand their responsibilities and how to report concerns about those they support. Personal plans and risk assessments are in place and reviewed regularly. We also observed people being supported with kindness and sensitivity. People told us they feel safe with the care staff who visit them. The statement of purpose sufficiently describes the service, and a service guide is available. The provider learns from incidents and accidents, changing their processes and protocols when needed.

The service provider makes an effort to promote the use of the Welsh language and cultural needs of people and is working towards a bi-lingual service. The service makes documentation available in the language of people's choice.

Care & Support — Good

People receive the quality of care and support they need to achieve their personal outcomes. People and their representatives are very happy with the service they receive, which is timely, effective and reliable. Consistent professional care staff visit people who know and understand their individual preferences and needs. People told us they get along with staff well and understand the levels of care and support available to them. One person said, *"They will do extra little things like put the duvet cover on or take the bins out for me if I ask".*

People and their relatives are involved in the care planning process and consideration is given to individual preferences and routines. Personal plans are person centred, focusing on what is important to the person. Potential risks to people's health and safety are identified and there are strategies on how to manage these. Frequent reviews give people the opportunity to discuss their care and support. Management is developing care plans to further support personalised wellbeing outcomes for people.

People receive support from health and social care professionals if required. Prompt referrals are made and accurately documented. People told us care staff are quick to identify when there are changes in their presentations and always share concerns with their representatives. Many people are supported by family members, and there is good communication between them and the service when required. One relative told us *"They notice the smallest of changes and lets us know straight away what's happening"*

Systems are in place to support people with their medication needs. Medication policies are aligned with best practice guidance. Care staff are trained in medication administration and undergo regular competency checks to ensure they perform their duties safely. Medication administration recording (MAR) charts are present, but directions for care staff on the application timing and locations of topical creams need clarification. The inspection revealed discrepancies not identified by regular medication audits, as noted in the leadership and management theme.

People are protected by effective infection control measures. The infection control policy is up-to-date and kept under review. There are sufficient stocks of personal protective equipment (PPE) which is accessible to care staff. Care staff receive training in infection control and understand how to use PPE correctly. They demonstrated a good understanding of infection control procedures. People inform staff use PPE when assisting with personal care and dispose of them appropriately.

Leadership & Management — Good

People are supported by care staff who are safely recruited, and have the necessary expertise, skills, and qualifications. Staff are vetted before employment and undergo routine checks to ensure they remain fit to work with both adults and children. New staff undergo an in-depth induction, shadow experienced employees, and complete relevant training. All care staff receive ongoing training and support. Training compliance in core topics is good. Additional service user-specific training is required such as diabetes, end of life and Parkinson's, which the Responsible Individual (RI) agreed to explore. We have not observed any adverse impact on individuals' wellbeing outcomes due to the absence of these training topics.

Care staff feel valued and supported. They receive timely supervision, appraisal, and spot checks. Care staff told us the manager and office support team are accessible, supportive and always available if needed. One staff member said, *"The managers are always supportive and willing to help, and I never felt uncomfortable as I have in other companies."* Staff appreciate the personable approach of the providers who go above and beyond to help their employees. Another staff member said, *"The management team are always willing to help and no matter what happens they will always be there for you".* There are regular team meetings and everyone we spoke with said it is easy to talk to people in office if they have any concerns.

People receive support to achieve their outcomes because the service provider has effective organisational arrangements, to ensure smooth operations and good care. Management is visible and the RI visits the service in line with the regulatory requirements. Service quality oversight is effective overall, but service monitoring and auditing need improvement. Despite audits being undertaken we identified discrepancies which were not identified by the provider in relation to medication, daily records, manual handling competencies, staff employment histories and staff contracts. On balance, outcomes for people are generally good because of the commitment and integrity of service leaders, but improvement is required to ensure failings in monitoring does not compromise people's well-being. We expect the provider to make improvements.

People get the right care at the right time. The service uses an electronic system to monitor call times and punctuality. People told us care staff mostly attend at the agreed times. Care staff consistently stay for the full allotted time. Sufficient travel time is generally allocated between visits. Any delays to planned times are communicated with people.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People's wellbeing outcomes are at potential risk because audits undertaken by the service did not identify and address discrepancies in relation to medication, daily records, manual handling competencies, staff employment histories and staff contracts.	22/04/25

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