



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

Maes Y Vaynor

Mold

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Description of the service

Maes y Vaynor is a large house situated near Mold Town Centre, close to amenities. The service was registered in August 2016 to provide personal care for four adults with learning disabilities and mental health needs. When we visited there was one person living in the home.

The registered provider is Coed Du Hall Ltd. The company has nominated a responsible individual to oversee the service. The registered manager left the organisation in July 2017. There was no registered manager at the time of the inspection visit but an operational manager is present at the home on a regular basis (the appointed manager) who provides management support, pending the appointment of a new registered manager. Following the inspection visit, the appointed manager told us that the organisation had appointed a new manager for the service and they would be applying to register with CSSIW.

Summary of our findings

1. Overall assessment

Maes y Vaynor is situated in pleasant grounds, close to the town centre of Mold in Flintshire. The home provides a comfortable and clean environment for people to live in. At the time of the inspection visit, the service was not registered with the local authority's environmental health department to enable the service's food hygiene measures to be assessed.

People living at Maes y Vaynor can expect to be treated with warmth and kindness by care and support workers who are provided with training and supervision to enable them to provide support. People have a voice and are encouraged to make choices about their own lives, as far as possible. People are supported by the home's staff and community healthcare services to stay as well as they can be. A multi-disciplinary approach is taken to people's care and support; the home's staff and management work well with other agencies for the benefit of people living in the home.

There was no registered manager in place at the home at the time of the inspection visit. Managerial support was provided by the appointed manager, pending the appointment of a registered manager.

2. Improvements

This was the first inspection of the service since its registration in August 2016. As such, we did not look at this area.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and areas where the registered person is not meeting legal requirements. These include:

- a need to register the service with the local authority's environmental health department to enable a food hygiene assessment to be carried out;
- recording and monitoring of staff training;
- responsible individual (regulation 27) reports;
- review of the service's policies and procedures and
- update the statement of purpose.

1. Well-being

Summary

People living at Maes y Vaynor can expect to be happy and healthy. They know and understand what care, support and opportunities are available to them and they get the help they need, when they need it from supportive staff. They have a voice and, as far as possible, are encouraged to take a measure of control in making decisions about their lives.

Our findings

People living in the home experience warmth and belonging. We observed staff provide support for people in a warm and friendly way. The person living in the home was relaxed and comfortable in the company of staff; they told us they *“Get on well with the staff team, care staff have been good with me and I’m happy with that”*. A family member said the same, telling us the *“Service is brilliant – you won’t get much better than this. (My relative) has been in a lot of nice places but this is as good as it comes”*. A staff member told us *“(The person living here) is happy – they like to be active, they like fresh air and exercise. It helps that they’re part of the decision making process”*. Staff spoke about the person living in the home with knowledge and affection. People feel they belong and have positive relationships with the staff who support them.

People are encouraged to make choices and their individual day-to-day routines are recognised. The person living in the home told us in their feedback that they had a varied choice of meals and that special requests were always accommodated. Staff told us the person living in the home was taking a measure of control over what they ate by being supported to prepare their own meals, enabling the person to enjoy increased independence. The person living in the home told us they could get up and go to bed when they wanted, could choose what they wanted to wear every day and have a bath or a shower whenever they wanted to. During our discussions, they told us they could go out when they wanted to and had the support they needed when they went out. They told us they felt they had enough things to occupy them and they could take part in whatever they wanted to. We saw that staff had recognised that the person loved animals and had arranged for them to have a rabbit. We also saw a fish tank with fish which belonged to the person living in the home and they also told us they visited a local riding centre for therapy sessions, which they enjoyed. A relative visited during our inspection visit and confirmed that they could visit whenever they wanted to. The person living in the home told us they were always encouraged to do things for themselves, were aware of their plan of care and that staff and the person in charge always listened to their comments and concerns. They told us they were happy in the home and that *“Everything is brilliant”*. People can expect their views and preferences to be sought and respected.

People are supported to manage their own behaviour. We saw written evidence which showed that a multi-disciplinary approach was used to support the person living in the home and to encourage them to take responsibility for their own actions. We spoke with staff and professionals involved with the service who confirmed this. This approach involved ongoing therapy to help the person develop new skills and coping mechanisms. One staff member told us in their feedback that the best things about the home were that *“Management are very approachable and involved; and the person-centred approach to residents”*. A staff member told us that the person living in the home had only been there for a few months but had *“Progressed really well – gaining independence. The organisation is very good at assessing people’s needs on a daily basis”*. People can expect their independence and potential to be maximised.

Some provision is made to provide a service in Welsh if that is what people choose. The person living at Maes y Vaynor did not speak Welsh. The appointed manager was a fluent Welsh speaker but told us that no other staff spoke Welsh. We discussed Welsh language provision with the appointed manager who told us that they did not currently provide the “Active Offer” of the Welsh language. We were provided with a copy of the Statement of Purpose and could find no information about Welsh language provision. Evidence suggests there is limited information available about Welsh language provision at the service.

2. Care and Support

Summary

People receive care and support from a staff team they share positive relationships with and who treat them with dignity and respect. People receive care when they need it; staff providing support have a good understanding of people's needs. People are supported by the home and community healthcare services to stay as well as they can be. A staff member told us in their feedback that what was good about the home was *"Experienced staff with the right skills to maximise the residents' independence, keep them safe and provide the right care"*.

Our findings

Care staff know and understand what to do to support people in the way they want. We saw that a multi-disciplinary support plan and associated risk assessments were in place. Daily notes were completed to monitor progress against the objectives of the support plan. The content of the daily notes were compiled into monthly progress evaluations, which were shared with the relevant multi-disciplinary team members in order to review and amend the support plans and risk assessments. There was evidence of a detailed assessment of the person who lived at the home completed before they moved in. Some records showed that appropriate multi-disciplinary action had been taken at relevant times to ensure people were supported to take responsibility for their own actions. It was evident the person could be open about any concerns or worries they had and this was dealt with by staff openly discussing the issues with them. We saw from records that the person living in the home was involved in preparing their support plan. The person living in the home confirmed that they had input into their support plan and that meetings were held to discuss support plans and risk management strategies; they told us they read everything and staff made sure the person understood it all before the person signed to say they had read the information. People are supported by staff who have a good knowledge of their individual needs so people receive the right care at the right time in the way they want it.

People's social and health needs are being identified, addressed and reviewed. We looked in care files and saw evidence of the involvement of social workers, community nurses, local authorities and consultants for people with learning disabilities or mental health needs. We also spoke with two professionals who were visiting the home on the day of the inspection visit. We saw that people had access to a multidisciplinary team based at the provider's independent hospital, Coed Du Hall. The Statement of Purpose for the home identified the support available. The appointed manager told us of some concerns around the future placement of the person living in the home. We saw evidence that they had actively sought legal and advocacy advice for the person, to ensure their rights were protected. Evidence shows the service works well with local authorities and health boards

who commission the service so people are supported to be as healthy as they can be. Action is taken to ensure people's rights are protected.

People can be confident that they are being supported by caring and motivated staff. This is because when we spoke to staff on duty they told us that they enjoyed their work, felt very well-supported, and had received sufficient training to support the person living in the home. We observed that staff were relaxed in the company of the person living in the home, spoke with the person in a familiar and respectful way, encouraging them to make choices and to take an active part in any decisions they made. Staff demonstrated they knew the person by telling us about the person's achievements and goals and were very supportive of the person in helping them to achieve those goals. The person living in the home told us they were *"Overall very happy with the way I'm treated – they're lovely with me"*. This shows people have good relationships with staff.

3. Environment

Summary

Maes y Vaynor is situated in pleasant, well maintained grounds, close to the town centre of Mold. The home has been newly refurbished to a good standard and provides an uplifting, comfortable and clean environment for people to live in. This could be improved by increased personalisation to make the surroundings more homely. At the time of the inspection visit, the service was not registered with the local authority's environmental health department so their food hygiene measures had not been assessed.

Our findings

People feel uplifted and valued because they are supported in an environment which is appropriate to their needs. The home is a large property located within walking distance of Mold town centre, close to a bus stop and other local amenities. The property is well maintained, with original features such as period fireplaces and flooring, with a landscaped garden to the outside. We were asked for identification and to sign a visitors book when we arrived, to ensure the safety of people living and working in the home.

We saw that the home was comfortable and clean. We noted that there was very little personalisation in the home to make it homely for people living there. One staff member told us in their feedback *"In general, the home is of an excellent standard but pictures on the wall would be nice"*. The appointed manager told us that they like to encourage people to personalise the space themselves; the few items on the walls had been purchased by the person living in the home, with money provided by the organisation. A Christmas tree and decorations were provided in the lounge. We were told that when more people move in, they will be encouraged to personalise the home further. The person living in the home told us they liked their room and they did their own vacuuming and cleaning. Their room was clean and tidy with a television and CD player and they told us they were proud to keep it clean with encouragement from staff. They told us they had been given money to buy items of furniture and ornaments by the appointed manager to help make them feel at home.

There was plenty of room in the home for four people to have their own space. There was also a kitchen with a separate dining area, two lounges and a lockable office where confidential information was kept, such as support files. There was ample room for people to have private conversations or quiet time away from others when the home is full.

There is access to an external space; a covered paved area to the rear which we saw was home to a pet rabbit owned by the person living in the home. The laundry was also situated in a brick building in this area and included a washing machine and a tumble dryer. There were well kept gardens to the front and side of the property, providing a pleasant area for

people to sit or do some gardening. We were told that the person living in the home enjoyed picking apples from the trees and doing some pruning to keep them positively occupied. We saw a bird table outside which we were told the person living in the home had made and positioned so they could watch the birds feeding outside. Equipment was being regularly checked, such as gas safety checks and a satisfactory fire assessment was carried out on the home.

We asked the appointed manager about their food hygiene rating. We were told after the inspection that the home was not yet registered with the local authority for food hygiene and had therefore not yet been assessed for their rating. The appointed manager assured us that they would contact the local authority to register as soon as possible.

Overall, people living in Maes y Vaynor can feel uplifted in an environment which is bright, spacious and appropriate to their individual needs. This could be improved by ensuring the home is registered with the local authority for food hygiene and encouraging further input from the person living in the home to make the environment more homely.

4. Leadership and Management

Summary

There was no registered manager in place at the home at the time of the inspection visit. Managerial support was provided by the appointed manager, pending the appointment of a registered manager. People know and understand the support and opportunities available to them and are able to contribute to the development of the service if they wish. A multi-disciplinary approach is taken to people's care and support; staff have the necessary skills to play a key role in underpinning this approach.

Our findings

The home has no registered manager. A registered manager was in place at the time of registration of the service; this manager left in July 2017 and there has been no registered manager in place since then. We sought clarification as to who was covering the manager's role; we were told that the operations manager (the appointed manager) was present at the home on a regular basis and a deputy manager was present in their absence. The appointed manager provided management support pending the appointment of a new registered manager. Section 11 of the Care Standards Act 2000 states "(1) Any person who carries on or manages an establishment or agency of any description without being registered under this part in respect of it (as an establishment or, as the case may be, agency of that description) shall be guilty of an offence." Care and Social Services Inspectorate Wales (CSSIW) may consider taking enforcement action. We discussed this issue with the appointed manager and with staff, who confirmed that the appointed manager was present in the home on a regular basis. The person living in the home confirmed that the appointed manager was available in the home and provided managerial support and advice when needed. Following the inspection visit, the appointed manager confirmed that a new manager had been appointed at the service but they had been unable to register with CSSIW due to the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) transition arrangements, where CSSIW are no longer accepting applications to register a manager. People can expect to benefit from a service where management support is available, although there was no registered manager in post at the time of the inspection visit. We have not issued a non-compliance notice as there was no immediate or significant impact for people using the service at the time of this inspection; a manager was appointed following the inspection visit and an effort had been made to register with CSSIW.

Arrangements are in place to recruit staff safely. We looked at staff files and found copies of applications forms, references and Disclosure and Barring (DBS) checks in place. We spoke with a professional involved with the service who told us the staff team was stable most of the time but, of late, there had been a number of agency staff involved with

supporting the person living in the home. They told us they were very happy with the service in general; the only issue had been the use of agency staff recently, as unfamiliar staff could upset the person using the service. We discussed this with the appointed manager, who told us they ensured any agency staff are given an introduction to the person living in the home. People benefit from a service where staff are recruited safely and have been properly vetted; this could be improved by reviewing the use of agency staff and ensuring such staff have had a thorough introduction to people living in the home.

Staff feel valued, supported and well informed. Staff told us during the inspection they felt supported by the management of the service; they felt they could approach them at any time. We saw records of staff supervision meetings; staff we spoke with told us they received monthly supervision and an annual appraisal. They told us they felt valued by the management of the home and that *“senior staff are very supportive and approachable”*. They said they felt able to contribute their ideas and suggestions to the development of the service. We saw records of team meetings which evidenced staff suggestions, queries and discussions. It was evident from our discussions with staff that they knew the person using the service very well, and were able to provide appropriate support because of this. We spoke with a professional involved with the service who told us *“It’s nice to work with a staff team who are open to ideas and advice – they’re really good”*. The service ensures staff, once recruited, are continuously provided with up to date knowledge to be able to support people with complex needs. We viewed records which showed all mandatory and specialist training to support staff was being monitored and reviewed by management. However, some subjects such as lone working and security awareness, medication management and mental capacity act and deprivation of liberties were recorded as ‘optional’; some of these courses were marked as “N/A” (not applicable). There was no information about formal qualification status on the records we saw, although the records showed that most training was up to date. People can be assured they will benefit from a service where staff feel supported and well trained; this could be further improved by ensuring that all training is recorded and monitored.

A Statement of Purpose and Service User Guide are available – these documents explain to people what care and services they can expect to receive which helps people to make an informed decision about whether the service can meet their specific needs. The Statement of Purpose was available in an ‘easy read’ format to help people understand the services available. We spoke to the person living in the home who told us they had visited and received written information about the home before moving in. They told us they received a warm welcome to the home, describing it as *“Excellent”* and told us they were able to bring personal belongings with them. We noted that the Statement of Purpose required reviewing to make it clear whether nursing was provided at the home and to provide information about the service’s position regarding an ‘active offer’ in relation to the Welsh language. The timescale given for responding to a complaint required amending and the telephone number provided for CSSIW was incorrect. The service’s CSSIW registration certificate was on display in the hallway of the home but it was out of date and contained details of the previous registered manager. The appointed manager told us they would ensure this was

removed and the correct certificate displayed. We saw that policies and procedures were in place to ensure staff had correct information and followed company policies. We noted that all the policies and procedures were due for review in December 2017; the appointed manager told us they were aware of this and would ensure they were reviewed. Not all staff had signed to confirm they had read the policies and procedures, as required by the service's own processes. We spoke with staff who told us they had read the policies and the appointed manager arranged for staff to confirm this in writing after the inspection visit. People have access to information to help them make informed decisions about managing and improving their well-being; this could be improved by ensuring documents are up to date and contain all the information required.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections.

None – this was the first inspection of the service.

5.2 Areas of non compliance identified at this inspection.

We have advised the registered person improvements are needed in relation to making suitable arrangements for maintaining satisfactory standards of hygiene in the care home and consulting with the environmental health authority about those arrangements (regulation 16 (2) (j)) in order to fully meet the legal requirements. A notice has not been issued on this occasion as there was no immediate or significant impact for people using the service. The appointed manager confirmed to us that they registered with the environmental health authority in January 2018 and were awaiting a food hygiene assessment.

5.3 Recommendations for improvement.

We recommend the following:

- All relevant staff training should be recorded and monitored.
- The responsible individual's regulation 27 report on the conduct of the care home, which we were told was completed in December 2017, should be forwarded to CSSIW as soon as possible.
- The registered person should review the Statement of Purpose to ensure that all the information is correct and up to date. The service's position regarding an 'active offer' in relation to the Welsh language should also be included in the Statement of Purpose and service user guide.
- The registered person should review the policies and procedures for the service which were due for review in December 2017.

6. How we undertook this inspection

This was the first visit since the service was registered in August 2016. We visited to carry out an inspection in December 2016 but the registered manager at that time told us that, although the service was registered in August 2016, it was not yet up and running. There were no people using the service and no staff had been appointed. The first person moved into Maes y Vaynor in July 2017.

This was a post-registration baseline inspection undertaken as part of our inspection programme. Two inspectors made an unannounced visit to the home on 7 December 2017 between the hours of 09:10 and 17:40.

The following methods were used:

- We spoke with the person living in the home and with staff working at the home during the day, one person using the service, a relative, two staff members, the appointed manager and two professionals involved with the service.
- We issued questionnaires to the person receiving a service, a relative, staff and professionals. Three completed questionnaires were returned from a person receiving the service and three staff members.
- We looked at a range of records. We focused on a support plan and associated documents, staff records, daily records, rotas, policies and procedures and accident / incident records.
- We looked at the communal areas and at individual bedrooms.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Coed Du Hall Ltd
Registered Manager(s)	There has been no registered manager at the service since July 2017.
Registered maximum number of places	4
Date of previous CSSIW inspection	Not applicable – the service was not up and running at the last inspection visit.
Dates of this Inspection visit(s)	7 December 2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	This service does not provide an ‘Active Offer’ of the Welsh Language, although the appointed manager speaks Welsh and would be able to converse with any people using the service in Welsh if that was their choice.
Additional Information:	

No noncompliance records found in Open status.