



Inspection Report on

Coleg Elidyr Care Home

**Rhandirmwyn
Llandovery
SA20 0NL**

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Description of the service

Coleg Elidyr is a specialist college for further education and training for young adults with a learning disability between 18 and 35 years of age. The college can accommodate up to 54 students. There are two programmes; one is the foundation education programme and the other the trainee programme which are delivered over the academic year with an extended 52 week programme available. The college is set within 180 acres of grounds in the Towy Valley in Carmarthenshire. There are seven residential homes within the grounds, one of which was not in use at the time of inspection. They are: Nantgwyn, Ty St. Barbe, Gardevais, Ty Rhieni, Ty Iori, Ty Pickwick and Gwernpwll Farmhouse.

The manager of the service is Huw Sparkes, Vice Principal Care and Safeguarding and the Responsible Individual David Sibbons, College CEO and Principal

Summary of our findings

1. Overall assessment

We found that people living in Coleg Elidyr are well supported through individual care plans to reach their potential. Care is person centred and enables people to be as active and healthy as possible. People we spoke to like living in the home and enjoy their personal space in addition to communal living. The service offers comfortable living in a large community environment. Motivated and committed staff support people living in the home. The college works on ensuring the quality of care they provide is maintained and they look to further improve their service.

2. Improvements

A medication checklist had been introduced

3. Requirements and recommendations

Section 5 of this report sets out the action service providers need to take to ensure the service meets the legal requirements and recommendations to improve the quality of the service provided to people in the care home.

1. Well-being

Summary

People living in the home have a voice and feel listened to by staff who all have a feeling of belonging to the community.

Our findings

People are supported to make choices about their daily lives and their voice is heard in the operation of the college. The college had a student forum who met weekly with members elected to represent students. In order to support the voice of the individual within the college they used the total communication approach. This ensured that students with no or limited verbal communication had support through the use of words, sounds and sentences whilst accompanying signing. There was also evidence of communication boards in each of the houses to inform people about the day ahead. Individual pictorial boards were also in place and these informed people about the staff on duty, activities, meals and any specific meetings or appointments. A speech and language team and occupational therapy was available to support the staff and students develop strategies and communication methods. The care plans examined detailed the preferred communication of individuals and a communication passport had been prepared for some people. Each house held their own meetings and minutes were available in written and pictorial form. The most recent minutes were available on the notice boards of the homes. People are involved in decisions about their daily lives and their views are respected.

People have good relationships with staff and volunteers which promotes their feeling of belonging. We observed managers, care workers and volunteers interacting with people and concluded they received individual attention. Interactions confirmed that staff knew the individuals well and responded with warmth and respect. The volunteers working in the home were from abroad and tended to be younger and it was stated that being closer in age to the people living there was a strength. This had been confirmed in the minutes of a local authority review found on file: *"the site at Coleg Elidyr is safe and has provided X with a significant amount of independence. X gets significant benefit from the presence of the guest volunteers who are of similar age"*. All staff and volunteers had been trained in communication and were observed to use a range of skills with people to both put them at ease and also promote their independence. The mealtimes observed were periods when people came together in each house and there was chat around the table along with people helping each other in serving and clearing up. We observed people approach staff to discuss any concerns or just ask for advice. People were comfortable for staff to look after any money on their behalf and we observed staff undertaking their regular checks on finances held safely at the staff office to ensure all was accounted for. People spoken to stated they were happy living in the home. Staff spoken to were very motivated and committed to work with people to ensure they lived a fulfilled life and there was very much a feeling of community. People lived in separate homes and were provided with the opportunity to visit each other to sit and listen to music, watch television or share activities and this gave a sense of people forming important lasting relationships. One person had recently returned to the college, at their own request, as they had not been settled since they had left and had experienced several moves in the years between leaving the home.

People feel valued and have good relationships with other people living and working in the college.

People are encouraged to be healthy through healthy eating and take part in physical activity. We observed that in each home there was fresh fruit available for people to help themselves. Some less healthy snacks were available; however, the consumption of these was monitored to ensure people's health was not affected. For some people there had been significant success in regulating their food intake to support them from being labelled as obese to a healthier weight. Doctors had commented about the changes for some people and the positive impact upon their health of healthy eating. A dietician had provided input for some people especially those with allergies. The college had a gym which was available for all people to use and records confirmed that many people used it regularly in their leisure time. There was also a gym tutor who created personal training programmes to ensure apparatus was used safely. Some people used their bicycles to travel across the site especially those living in the Farmhouse which was on the periphery of the site. People usually walked around the site; however, the mini-buses were seen to be used when the weather was poor. Many activities were outdoors in gardens and the farm depending upon individual choice. People are active and able to make healthy choices when living in the home.

2. Care and Support

Summary

People are involved in making decisions about their lives and are supported by staff who are well informed through thorough care plans. People are encouraged to be independent through a person centred model of care. In addition to their college curriculum people have a range of activities available to them in the evenings and at weekends to support their well-being. People are able to be healthy and have their needs attended to.

Our findings

People are involved in making decisions about their daily lives in line with their care support plans. We found that on the files examined there were care support plans and risk assessments which were reviewed regularly in line with the quality improvement cycle adopted by the college. Staff meetings were used to discuss individual's progress and review targets and if achieved, new targets were set. The care plans were sent to parents and local authorities upon being reviewed for their input before they were finalised. Care plans contained detailed information with individual needs and preferences. Handover was given between shifts and whilst verbal they were also recorded and initialled by staff to confirm they had taken place. This ensured that staff were aware of any changes to plans and/or risk assessments. Daily recordings also ensured that details were maintained of how people spent their days. We saw that people made choices daily in relation to food and activities and they were supported to have new experiences. People have the right care and support when living in the college.

People are supported to be active and undertake activities of their choice. We saw that in each home there were weekly plans for activities and where possible, individual choice was accommodated. Given the nature of living in a group there were occasions when there was a need for compromise and people were comfortable with this arrangement. At the weekend people went out on either a Saturday or Sunday and in the week there were trips to the local public houses, swimming, walking or decided to remain at the home. People told us of their individual preferences of how they spent their free time. The college operated a 24 hour curriculum but this was not formal e.g. to increase numeracy people were supported to pay for items in the shops and recognise coinage. Every Friday a youth club was held in the main hall and people were involved in organising activities and music. People were involved in the preparation of food, cleaning of houses and other domestic tasks. Some of these tasks were undertaken independently and others with the support of staff. People had a variety of work experience provided which enhanced their feelings of self-worth. People are positively occupied and have no reason to be bored.

People are supported to be healthy. We saw that people were registered in the locality for their primary health care needs and appointments with the doctor, dentist and optician were recorded. Any additional health care needs were also supported and the college employed specialist staff for speech and learning support, occupational therapy and a clinical psychologist. Files contained assessments from the psychologist and strategies to ensure people were not stigmatised. Individual support plans explained the behaviour management needs of individuals and their plans were seen to be practiced by the staff. Positive

behaviour was promoted and supported and staff were clear about individual needs. People have their health care needs attended to.

3. Environment

Summary

Coleg Elidyr provides people with a comfortable, homely and stimulating environment. We found that there were a range of facilities available both within the different houses and in the external space. People can be assured that they are safe and protected from risk.

Our findings

People live in homes which provide them with a suitable safe environment which is domestically furnished and their private space is personalised. We visited each of the houses and whilst each was different in terms of design, age and capacity they all provided a place where people could live comfortably. On arrival at the college we signed in at the reception and were given a visitor's badge. There were visitor's books in each home and when we arrived we were asked for identification. Each house had its own kitchen and most of the houses had a dedicated cook with some staff vacancies to be filled. Each house had a choice of communal areas with most having a large kitchen/ dining area with some having living space attached to support large open plan living. There were also flats in some houses which were used to provide care for people who found it difficult in larger groups or for people preparing for independence. There was an office in each house where records were stored securely. Most, but not all houses had a separate medical area for the storage of medication and administration in private. Each home had a laundry room and they operated their own systems to support individuals to manage their own washing or with the support of staff. The houses were found to be comfortable in terms of temperature and décor was on the whole in a good state with managers ensuring that some areas were on a rolling programme of redecoration. The college had a programme of maintenance issues and a bathroom in Nantgwyn was in need of attention and had been identified for an upgrade. A new carpet was being fitted in Nantgwyn lounge during the inspection. People spoken to were proud of their bedrooms and the homes in which they lived and had a real sense of belonging.

People live in houses which are maintained to ensure safety. A selection of files were viewed in different houses and regular servicing certificates were found to be in place for heating and electrical supplies. Records confirmed that fire tests were undertaken within the frequency recommended by the fire authority with the exception of fire drills. They tended to be undertaken every term; we recommended that it was important that fire drills were undertaken following the admission of a new person and when a new staff member or volunteer commences work. The fire systems were serviced by external contractors on a regular basis. The staff were also aware of the need to ensure that they undertake food safety checks and records confirmed the recording of food temperatures. Staff and people were observed to clear up and wash up together after meals and clean the dining area to ensure the homes was clean and safe. Staff were also observed to follow best practice in relation to infection control. People can be confident that their care is safe in relation to the environment.

People live in houses which are set in a community which provides them with outdoor space and a variety of educational rooms. One of the main resources in the community was the shop which was found to be well stocked and enabled each house to purchase some

goods to supplement supplies delivered by supermarkets. People had the opportunity to work in the shop and gain confidence in dealing with the other people. It also gave people opportunities of using money and buying goods preparing for experience in the community. There was a farmhouse on the site although they no longer called for larger animals. There was a gym, computer areas, barn for large gatherings, poly tunnels, orchard and many other education areas. Close to the farmhouse there was a large wood store and people were observed to work with staff to cut and stack wood for the winter. The college had a number of mini-buses available which ensured that people could access the nearest town and also go further into the community for leisure or to attend any appointments. People live in a community which provides them with varied opportunities and new experiences.

4. Leadership and Management

Summary

Leadership and management at the home are consistent and focused upon improvement. People are involved in giving feedback about the quality of their care and are cared for by staff who are motivated and committed.

Our findings

People and their families can be confident that they are provided with care and support as described in the statement of purpose for the home with one exception. The statement of purpose did not make any reference to the Active Offer for the Welsh language. We recommend that the service provider consider Welsh Government's More Than Just Words' follow on strategic guidance for Welsh language in social care. (All social care providers should include information on their level of Welsh language service provision in the statement of purpose. Information about the decision not to provide an Active Offer for the use of the Welsh language in the service should therefore be included in the statement of purpose and guide to the home and reflected in the annual review of the quality of care). It was noted that a number of the staff members were Welsh speakers and there were posters and bilingual signs in the homes. The guide for the home was also available in pictorial form to ensure people were supported to understand the support and opportunities available to them. With the exception of the Active Offer for the Welsh language the statement of purpose provides detailed information about the operation of the home.

People are cared for in a home where the management of the home is consistent. The manager had been at the home for several years and the core of the staff group was established and many had worked at the home for many years. The managers in each of the houses had worked at the college as care workers prior to their progression to manage the homes. Each home had an assistant manager and this ensured stability. The managers met weekly to share practice and ensure consistency within the homes. The management of the home is stable.

People receive care and support from a service which is committed to setting high standards and working on continued improvement through different levels of quality assurance. The manager undertook monthly audits of the home and we examined the audits undertaken for the month prior to the inspection for each of the houses. The reports identified areas where the houses needed some improvement and an action plan with dates of when this needed to be achieved. People using the service were involved in quality assurance reviews and family and placing authorities were also canvassed through questionnaires. One of the trustees undertook regular visits and reported back to the board of trustees, who were very involved in the operation of the college. People and their families are able to contribute to the improvement of the service.

Staff members are motivated, recruited appropriately and provided with support through training and supervision to carry out their duties. The files examined confirmed that staff were appointed following the complete checks having been undertaken. Disclosure and Barring (DBS) checks were confirmed prior to any staff member commencing employment. Checks were also undertaken on volunteers prior to commencing their work. Staff members

spoken to were very positive about their roles and committed to working in the college. They informed us that they had weekly training with half of the team one day and the other half of the team the following day. All of the staff team spoken to confirmed that the training supported them to undertake their roles and better understand and work with the people living in the home. Staff had regular one to one supervision sessions and a template for discussion was found on the staff files. The sessions were objective led, looking at outcomes for the people living in the home, the organisation and also professional development. We recommended that more specific comments about the individual care of the people living in the home would improve the sessions. There was evidence of staff being de-briefed following an incident and support being provided to move forward. Staff responsibilities had changed and in addition to their care roles they also supported people in education. Staff saw this change as very positive. Staff rotas had changed which enabled them to work shorter shifts. People benefit from a service where staff are well supported.

5. Improvements required and recommended following this inspection

5.1 Areas of non-compliance from previous inspections

None

5.2 Recommendations for improvement

- It is important that fire drills are undertaken in each house following the admission of a new person or when a new staff member or volunteer commences work.
- Additional detail in staff supervision would improve the quality of the sessions
- The statement of purpose should be amended to reflect the position of the college in relation to the active offer of the welsh language.

6. How we undertook this inspection

This was a full inspection undertaken as part of our scheduled inspection programme. The inspection was undertaken by one inspector who carried out one unannounced and two announced visits to the service. The unannounced inspection visits took place on 08 October 2018 between 10.30 and 16.00 and the announced inspections on 09 October 2018 between 10.30 and 16.00 and 12 October 2018 between 11.00 and 15.00.

The following methods were used:

- We spoke to people living in the homes
- We spoke to staff on duty during the inspection visits
- We spoke to the overall manager and the managers of five of the six homes.
- We observed a presentation from the Vice-Principal for Education and Training to Estyn inspectors.
- We observed interactions between staff and people both in the homes and in the community
- We had a tour of each of the homes on the site
- We examined a selection of people's personal files from four of the homes
- We examined other records required by regulation stored in the homes
- We examined a selection of staff supervision files
- We examined the statement of purpose and welcome document
- We considered information supplied by the college following the inspection
- We considered information held by CIW and information supplied to CIW following the inspection visit by the Vice-Principal

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Coleg Elidyr Camphill Communities
Registered Manager	Huw Sparkes
Registered maximum number of places	54
Date of previous Care Inspectorate Wales inspection	02/03/2017
Dates of this Inspection visits	08/10/2018, 09/10/18 and 12/10/18.
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	Yes
Additional Information:	