



Inspection Report on

1-2 Maes yr Ysgol

**1 MAES YR YSGOL ST. CATHERINE STREET
CARMARTHEN
SA31 3EL**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/11/2019

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Description of the service

1-2 Maes Yr Ysgol is registered to provide accommodation and personal care and support for up to four adults from 18 years who have a mental health condition.

The registered provider is Bro Myrddin Housing Association, Lesley Penn is the responsible individual (RI) providing strategic oversight, and the manager is registered with Social Care Wales.

Summary of our findings

1. Overall assessment

People living at 1-2 Maes Yr Ysgol are cared for in a warm, friendly way by staff who know them well. People are supported to make choices and have opportunities to be part of the wider community. The central location of the home means that people can easily access all the facilities of the nearby town centre. Care is supported by detailed personal plans and risk assessments. People have the support they need to remain as healthy as possible. Staff are recruited safely and are positive about the management of the home. Quality measures are in place. Some areas of the home's decoration requires attention, but we saw steps are underway to ensure a homely environment reflective of people's personalities.

2. Improvements

1 -2 Maes Yr Ysgol was recently re-registered under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA) and this was their first inspection under the new legislation. Any improvements will be considered as part of the next inspection.

3. Requirements and recommendations

Section five sets out areas in which the registered provider is not currently meeting legal requirements and our recommendations to improve the service. No areas of non-compliance were identified at this inspection.

1. Well-being

Our findings

People are positively encouraged to engage in meaningful activities in the home and in the wider community. We spoke with one individual who told us the many activities they were engaged in and demonstrated their knitting skills. We spoke with another person who told us they enjoyed helping out and we later saw them clearing dishes after lunch. Staff whom we spoke with spoke powerfully about the people living at Maes Yr Ysgol, their likes and range of activities. These included; attending craft workshops, Salvation Army, carol services, discos and popping in to town to meet friends. Staff whom we spoke with demonstrated a commitment to enabling people to do be as independent as possible. We were told how people helped keep the home tidy and enjoyed helping to make lighter meals. We saw the garden was well maintained and the manager told us one person particularly enjoyed gardening. When we examined people's personal files we found they clearly detailed people's future goals and aspirations which included maintaining regular family contact, hobbies and interests. The plans provided staff with clear objectives to support people to meet their personal outcomes and were measured through the review process. We conclude people are positively encouraged to engage in meaningful activities both at home and the wider community and their independence maximised.

People have choice and control over their daily lives. For example, what time to get up, where to eat and different menu choices. We noted a balanced lunch of slow cooked pork and choice of three different vegetables, followed by a choice of fruit or sweet dessert. We also noted how people had been supported through difficult times following a bereavement. This demonstrated people are respected and supported during difficult situations. We saw easy read booklets available regarding the upcoming general election and saw everyone had received their voting cards. We consider people are supported to have a voice and their contribution to society is respected.

Systems are in place to safeguard people from abuse and neglect. People were given information regarding how to raise any concerns they may have and were encouraged to discuss any issues. Risk assessments had been completed to reduce the risk of harm, and were reviewed on a regular basis. Staff received training to ensure they had the knowledge and skills to recognise when people's needs changed, and were aware of their responsibilities in terms of safeguarding people from abuse. The service's safeguarding policy had been reviewed and was available to staff. The evidence suggests people can be confident they are protected from abuse and neglect and are provided with information about how to raise concerns in a format they understand.

2. Care and Support

Our findings

People are able to enjoy a high quality of life as a result of a well organised service with dedicated care workers who involve people in decisions about all aspects of their lives. People have good relationships with staff. Staff spoken with demonstrated a very good understanding of people's needs and preferences. We spoke with all the people who have chosen to make 1-2 Maes Yr Ysgol their home. Everyone spoke well of the staff who supported them, comments included "*she is kind, I know them well*", and "*we have fun.*" We overheard light hearted exchanges, and expressions of interest in people's opinions. There appeared to be genuine fondness of staff towards people living at the home, "*I don't know how x keeps it up, x is so busy* and "*the best thing about working here is the people.*" Staff whom we spoke with demonstrated an understanding of the ethos of the service to promote and enable independence. We consider people are supported by dedicated, caring staff.

People have a voice and control over their lives. Support plans were well structured with an index for reference, coding relating to well-being outcomes and were easy to navigate. We found the support plans and risk assessments were person centred, detailed and addressed specific areas. Outcomes of goals were reviewed, evaluated and agreed in partnership between staff and people. There was evidence reviews were taking place on a monthly basis to ensure that any changes of need were reflected. People, in personal plans we read, also gave their agreement to their personal plan as we saw the plans had been signed by both the individual and support worker. This demonstrates people have the opportunity to express their preferences how they would like to be supported. .

The well-being of people is promoted through safe systems for the administration of medication. We examined the medication arrangements and found that medication was securely locked. We saw the medication administration records (MAR'S), were completed with all required information for each individual living at the home. Each individual had a medication profile in place which included a picture of the person and any allergies .We reviewed the training matrix and saw in staff training records medication training and competency checks had been undertaken. We saw the in house medication audit was supported by a pharmacist, with no errors identified. We were told by the manager the service had a good working relationship with the pharmacy. We read the medication policy and the procedure to be followed should any medication errors be identified. This was supported by an easy to follow flow chart. This demonstrated that there are robust arrangements in place to closely monitor to maintain compliance and competency. We conclude that overall people are safeguarded by the medication systems in place and supported by staff that are appropriately trained in accordance with the policy.

3. Environment

Our findings

People can be assured that they will be cared for in an environment that is safe and free from hazards. This is because we saw that the home had insurance cover and saw copies of safety certificates such as gas, electrical installation, water and fire and testing; we found these to be current. We also found that a record was maintained in relation to the fridge, food and water temperatures and we saw window restrictors were in place. Unnecessary risks to people have been identified and as far as possible eliminated. We read the health and safety policy, saw the fire risk assessment had been completed. In addition, fire evacuation drills had taken place and people's response to fire drills. Where appropriate we saw personal emergency evacuation plans (PEEPs) were held. We noted the required testing of emergency lighting and alarms had taken place weekly. We saw appropriate steps had been undertaken in relation to legionella water testing. We saw substances hazardous to health (COSHH) were held in a locked cupboard. We saw people's personal information was kept securely in locked filing cabinets within a locked room. Therefore, people live in a home where they are safe and happy.

People can be assured the service is committed to improve the quality of the environment. A new kitchen had been installed and redecoration throughout the home had commenced, with people choosing paint colours and pictures. We noted the carpet in the second lounge to be dirty and in need of replacement. The manager told us a new carpet had been chosen by the people living at the home the contract awarded but work had yet to commence. The manager was due to chase the contractor, this will be followed up at next inspection. The two lounges were homely, and there is a separate small dining area as well as a dining table in the kitchen. Bedrooms we saw were of a good size, people were able to lock their rooms should they choose. The garden was well maintained, with patio and separate area for those who choose to smoke. We were told how one person particularly enjoyed the garden. We read in people's personal plans from this service and the sister service, the flat garden and patio area had been used in the Summer for socialising and barbeque. We therefore consider that people are able to enjoy the facilities the home can offer and that they are supported to live in a clean and well maintained home.

4. Leadership and Management

Our findings

People benefit from a service and team that is committed to high standards of care and strives to continually improve. The manager was committed to delivering a quality service, through gathering feedback and maintaining regular checks. The service was audited to ensure its quality. We read the latest responsible individual report. This was detailed, including action plans and feedback from people and staff. There was a highly effective manager in post who was well supported by staff. Comments included, “*She is good , we work as a team*”, and , “ *I know I can ask anything.*” We noted the manager had worked well with CIW attending workshops and ensuring they were up to date with regulatory requirements. The service provider has prepared a statement of purpose (SoP) which accurately reflected the service being provided. We reviewed the 2019 edition of the SoP and found it to be accurate, up to date and in line with requirements outlined in the regulations. We found the model of care documented in the SoP accurately reflected the approach being followed during the inspection. This was evidenced through reviewing people’s personal plans, discussing people’s care and support with them and through discussions with support workers regarding the care and support they provided. We noted the reintroduction of house meetings. We conclude people benefit from receiving a service which is provided in accordance with the SoP and seeks to drive continuous improvement.

People living at 1-2 Maes Yr Ysgol can expect training needed by staff will be identified and provided. We looked at training records and saw that staff attended a range of training in topics such as health and safety, moving and handling, first aid, food hygiene, infection control and fire training .We also noted specific training.in brain injury awareness, epilepsy and dementia awareness. Staff felt supported by the manager,” *compared to my previous job , I am amazed at how supported I am.*” Staff records showed staff had achieved at least level 2 NVQ or QCF in care, and all staff will be registered with Social Care Wales. Newly recruited staff completed an induction and a probationary period. Staff whom we spoke with were able to demonstrate their understanding of training received. We consider people benefit from good care delivery by competent staff, who are in turn well trained and supported.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection following re-registration under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA).

5.2 Areas of non compliance identified at this inspection

None

5.3 Recommendations for improvement

The following good practice recommendations were made:

- To complete the redecoration and the replacement of the carpet.

6. How we undertook this inspection

This was a full inspection carried out in accordance with the Care Inspectorate Wales (CIW) Inspection Framework. We considered all four themes; well-being, care and support, leadership and management, and the environment. Our visit to the home was unannounced and undertaken on 26 November 2019 from 11:50am to 13.30pm, and subsequent visit to the head office on the same day.

The following regulations were considered as a part of this inspection:

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

We reviewed the statement of purpose.

- We met with individuals living at 1-2 Maes Yr Ysgol
- We spoke with all staff and individuals at the home
- We held discussions with the manager and two staff during our visit
- Examined the Deprivation of Liberty Safeguards were in place and appropriately made
- We looked at a wide range of records, including personal files which included; care and support plans, risk assessments, health care and daily recordings. As well as accident and incidents, fire assessment reports and quality assurance reports
- We examined two staff personal files, to examine recruitment arrangements, supervision notes and training files
- We examined the staff training matrix
- We examined the arrangements in place for the maintenance and servicing of the home
- We had a tour of the environment and considered the facilities provided
- Following the inspection visit we contacted the responsible individual to provide feedback and confirmed their understanding

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About the service

Type of care provided	Care Home Service
Service Provider	Bro Myrddin Housing Association Ltd
Responsible Individual	Lesley Penn
Registered maximum number of places	4
Date of previous Care Inspectorate Wales inspection	3 August 2017
Dates of this Inspection visit(s)	26 November 2019
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This is a service which is working towards the Active Offer.
Additional Information:	

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