



Inspection Report on

Ty Hafod

**Ty Hafod
Llantrisant Road
Cardiff
CF5 6JR**

Date Inspection Completed

31/03/2021

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About Ty Hafod

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Ty Hafod Care Ltd
Registered places	27
Language of the service	English
Previous Care Inspectorate Wales inspection	First post registration visit.
Does this service provide the Welsh Language active offer?	No

Summary

People are happy with the care they receive at Ty Hafod and speak highly of the staff who support them. Care documentation is thorough, robust and evidences that external support is sought when required. Residents and staff have good relationships and staff understand the needs of the people they care for. People have choice available to them and are supported to remain independent. There are a wide range of activities on offer and arrangements have been made for people to visit the home safely and appropriately during the Covid-19 pandemic. Staff are trained, supervised and recruited safely. Staff told us that they feel valued, well supported, and liked working at Ty Hafod.

Ty Hafod is a safe environment that is clean, has ample space and suitable facilities to meet the needs of residents. Additional cleaning regimes remain in place and appropriate PPE is being worn by staff. Management has good oversight of the service with RI (responsible individual) visits and quality assurance monitoring taking place as required. The home has appropriate policies in place for the smooth running of the service, and the manager understands the legal obligations of their role.

Well-being

People can be assured that their voice is heard. We saw care planning documentation is person centred, taking into consideration the wishes of people receiving care. People are cared for in single rooms which they are able to personalise with their own belongings. People are free to access their rooms as they wish, and choose how to spend their time. People choose what activities they wish to partake in.

Ty Hafod has food menus in place which contain choice and variety. People are supported to choose what they eat and when, and are free to eat meals in the dining room or their own room if they wish. There is a complaints policy in place and residents are consulted with as part of the quality assurance processes and RI (responsible individual) visits to the home.

People get the right care at the right time. We heard call buzzers being answered swiftly and we saw that staff are available to assist people when they require care. Staff understand the needs of the people they care for and we saw evidence that referrals to external health professionals are made as required. Care documentation highlights people's needs and how these should be met, and we are able to see that this documents are reviewed regularly and any changes recorded. Staff receive training in how to care for residents and receive regular supervision which is an opportunity to highlight any practice issues or developmental needs. Staff feel well supported and adequately equipped to undertake their roles.

People can be confident that they are safe at Ty Hafod. The home has a robust safeguarding policy in place and there is a file to store any safeguarding referrals centrally. Staff recruitment is safe and robust and all staff undertake training in the safeguarding of adults at risk of abuse, which is refreshed regularly. Ty Hafod is warm, clean and clutter free. The environment that is fit for purpose and meets the needs of people using the service. We saw window restrictors in place and all harmful chemicals locked away securely. There is additional cleaning protocols in place due to the Covid-19 pandemic and staff are wearing PPE appropriately which is available throughout the home.

Care and Support

People are supported to have autonomy over their own lives. People have the choice when to get up and when to go to bed. People also have the choice about what they do. Care documentation includes the likes and dislikes of the person receiving care and also indicates how people wish to receive their care. We were able to evidence that these documents are updated regularly and reflective of the person and their needs. People have choice in regard to what they eat and drink and written and pictorial food menus clearly displayed, and there is also a display cabinet for deserts which supports people further. People are free to enjoy a social dining experience or can eat their meals in their room or communal areas if they wish. People have access to food and drinks as they wish and there is a regularly 'tea trolley' to promote fluid intake.

Ty Hafod employs a dedicated activities co-ordinator who plans activities around the wishes and needs of individuals who are consulted about what they would like to do. People are free to partake in activities if they wish to do so, or can choose to spend their time doing other things if they wish.

People are treated with dignity and respect. We saw care staff interacting with residents positively and we overheard lots laughter and banter within the home. Carer staff understand the needs of the people they care for and are visible within the home. We heard call bells being answered appropriately and saw that people do not wait long periods of time for care. We heard staff speaking to people with kindness and patience, and we saw people are supported to maintain their independence as far as possible. Care documentation highlights people's abilities as well as limitations and there is evidence that external referrals are made to professionals when required. Documentation shows that any advice or guidance is then fed into the care plans and followed. People we spoke with told us they are happy living at Ty Hafod and spoke positively about the staff and food. One person communicated with us via a list of words that staff had made for her, and by doing this was able to tell us that "*my son is visiting today, which has made me so happy*".

Environment

People live in an environment that meets their needs. Ty Hafod is a purpose built nursing home that benefits from large outdoor space that people are free to access as they wish. The home is well maintained though some minor redecoration is required in places around the home. There is a large visitor pod in the grounds of the home which has been used to facilitate outdoor visits during the Covid-19 pandemic. We were told that the home plans to keep the pod for future use by staff and residents. Internally the home is spacious with large communal areas that support people to spend time communally and to enable group activities to take place. There is a dining room with tables laid out to encourage a positive dining experience. We noted that food menus are displayed visually through pictures and a dessert cabinet, which enables people to make choices.

Ty Hafod has sufficient bathrooms and toilet facilities to meet the needs of people using the service, clean and contain appropriate equipment to maintain people's safety and independence. People are cared for in single rooms which are clean, warm and personal to the person occupying the room. People are encouraged to bring personal belongings to make their room as comfortable as possible.

People can be assured that they live in a safe environment. On arrival we found the main door secure and we were asked for identification before we were authorised access. There is a visitor's book in place that we were asked to sign prior to entering. The home is clean, clutter free and all hazards have been reduced as far as possible. Window restrictors are in place, and any harmful chemicals are locked away safely and securely. There is a passenger lift in situ for staff and residents to move between floors safely. We looked at the maintenance file and saw that the building is well maintained and all safety tests in regard to the building and equipment are up to date. There is increased cleaning regimes in place at Ty Hafod due to the Covid-19 pandemic and all staff are wearing appropriate PPE. We saw that there is PPE located around the home for staff and visitors to wear as required.

Leadership and Management

People benefit from the leadership and management in place. Ty Hafod has an RI in place and a manager who is registered with Social Care Wales. We saw evidence that the RI is visiting the home regularly to fulfil regulatory requirements and quality assurance monitoring is taking place to ensure that people are happy with the service they receive. We spoke to the manager and were satisfied that they understood their role and had processes in place to ensure safeguarding referrals are made and Deprivation of Liberty Safeguards (DoLS) applications are made. These ensure that placements of people who lack capacity to make decisions in regards their care and accommodation needs are lawful.

Care staff we spoke with told us they were happy working at the service and spoke positively about the manager. One person described the manager as “*lovely*” and said “*the manager is very supportive*”. The manager told us that they feel supported in their role, and told us that the RI is also supportive of making any changes or improvements to the home.

People can be assured that they are supported by care staff who are recruited safely. We examined a selection of care workers files and found they contained all required information, including references and full employment history, however, we saw that one file was missing an up to date photograph of the staff member in question. We were given assurances that this would be rectified as soon as possible. We were told that all care staff have an up to date Disclosure and Barring (DBS) certificate which are renewed every three years. Pre employments checks are carried out prior to employment commencing, which is important as these checks determine a person’s suitability to work with vulnerable people.

We were told that staff training and supervisions are up to date, and staff told us that they received regular training and felt equipped to do their jobs. We saw staff engaging positively with residents and the residents we spoke to were positive about the staff who care for them.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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