



## Inspection Report on

**Ty Arfryn**

**Carmarthen**

## **Date Inspection Completed**

11/05/2023

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## About Ty Arrfryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	8/2/2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People's care and support plans and associated risk assessments are detailed and provide a good sense of the individual, their complex needs and how best to support them. Care workers demonstrate a good understanding of people's needs. People's individual health and wellbeing are important to those providing the care and support. There is good communication with external health and social care professionals to ensure people remain as safe as they can be and their personal outcomes achieved.

The acting manager is well respected by the staff team and all work hard in promoting the ethos of the service. There is oversight of the service through internal audits and monitoring conducted by senior managers and the RI (Responsible Individual) Regulation 73 visits.

The environment in Ty Arrfryn promotes a sense of community whilst affording people privacy when needed.

## Well-being

People's individual circumstances are considered. Care plans and risk assessments are detailed, person centred and reviewed with the individual and their representatives. The service actively liaises and works alongside health and social care professionals to ensure people's individual care and support needs are being met. Bedrooms are decorated according to people's likes and wishes. Care workers are knowledgeable about the people they support and have a good understanding of the individual's, sometimes complex needs.

People have their views recognised and listened to. Opinions of the individuals are sought as part of the Regulation 73 visits conducted by the RI. People feel the staff team understand them and their needs. Care and support is delivered according to people's specific needs and wishes and this is adapted when needed to better suit them.

People are protected from the risk of harm as far as it is practical. Staff go through a thorough recruitment process, receive an induction, attend a range of training and have regular supervision. Policies and procedures are in place to support safe practice. The acting manager and staff team are aware of the potential risks associated with individuals and there are measures in place to support staff and the individuals in times of a crisis.

People live in an environment that promotes their wellbeing. The service is well maintained, clean and personalised to reflect the individuals living there. There are photographs, pictures and displays throughout the communal areas which reinforce a sense of community and belonging.

## Care and Support

People receive care and support from staff who have a good understanding of their complex needs and how best to support them. Care records are comprehensive and provide a good picture of the individual. The care plans and associated risk assessments are reviewed regularly with the person and their representatives. One healthcare professional told us *“I have always found Ty Arfryn to be a supportive and nurturing environment. Residents are treated respectfully and fully involved in developing their care plans, which are person centred and strength based”*. Staff are mindful of escalations in people’s behaviours and there are clear plans for them to follow to support and protect the individual during these times. Health and social care professionals are actively involved with people, and this is well documented in their care records. Communication between all parties is good and plays an important role in ensuring people remain safe and their personal outcomes are achieved.

People told us how much they like living in the service, the support from staff, their daily lives and plans for the future. Interactions between care workers and people are friendly, supportive and contribute to a sense of a *“family”* home. People told us *“we are a family and try and help each other”*, *“this is a great place to live, the staff are really supportive”* and *“It’s good to be back here”*. Individuals are encouraged and supported to pursue their interests, hobbies and employment including trips abroad, gardening, volunteering, cooking and carpentry. Observations during the inspection demonstrate a sense of family and community within the service.

People are supported to make their meals and we observed a care worker working alongside an individual to make their lunch. The interactions were supportive and encouraging. When we spoke to the person, they told us *“I enjoyed that, I’m looking forward to eating it now”*.

Whilst the service does not promote the “Active Welsh Offer”, steps are being taken to support the Welsh language by an individual living in the service encouraging staff to speak Welsh and having a *“Welsh word of the week”*.

There are appropriate staffing levels in place to meet the needs of people living at the service. Care staff told us they have enough time to support people according to their individual needs. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. We also saw staff respond to an emergency situation with one person in a speedy, yet calm and reassuring manner.

## Environment

The service supports people to live in a homely environment. People's bedrooms are individually decorated and furnished according to their needs and wishes. The communal areas are welcoming and a hub for people to meet and socialise. There are a number of photographs, pictures and displays throughout the communal areas which add to the sense of community and belonging. Communal gardens are well maintained and offer people the opportunity to enjoy during warm weather as well as to tend to the service's hens. The service is clean and well maintained. During this inspection visit, work was being undertaken to improve the external appearance of the house. There are appropriate maintenance reporting processes in place.

The risk to people's health and safety is minimised. Visitors are required to sign in and out of the service. Firefighting equipment is serviced regularly and window restrictors are in place where required. Emergency exits are free from obstructions and substances hazardous to health materials (COSHH) are safely stored in locked cupboards. People's individual personal evacuation plans are readily available in emergencies. During this inspection visit we observed the acting manager supporting an individual to display updated health and safety plans. Environmental risk assessments are undertaken and regularly reviewed.

A variation has been submitted to have an additional bedroom created from an existing area in the service. This is currently being considered by CIW.

## Leadership and Management

People are supported by a staff team who are well supported, trained and enjoy working in the service. Staff spoken with told us how much they value the support from the acting manager and their peers including *“everyone is really friendly, it’s really good. I have had lots of training, I can speak to [acting manager] whenever I need to”, “this is a great home, the people are lovely, complex but lovely, the staff team are really good – there really is a nice team spirit”* and *“I love it here, it’s great, [acting manager] is lovely, he is very supportive and helpful”*.

Staff attend a range of mandatory and specialist training to support them in their roles. This was corroborated when speaking with them and reading the service’s training matrix. Staff also receive regular supervisions and an annual appraisal.

There are thorough governance arrangements in place. The RI undertakes Regulation 73 visits and produces a report following these. CIW have received copies of the reports, which confirm she speaks to people and staff as part of her visits to the service. Staff confirmed this with us. The six monthly Quality of Care reports have also been completed. There are a range of monitoring tools and audits undertaken by the manager and senior managers. Actions required from these audits are acted upon and reviewed regularly. The acting manager values the support he has received from his line manager and the organisation whilst the permanent manager has been on leave.

External professionals value the leadership, management and staff in the service. One healthcare professional told us *“communication from managers has always been open and frank, and any issues or concerns are raised in a timely manner. In my experience the staff at Ty Arfryn are warm and approachable, whilst maintaining professional boundaries and standards”*.

There are up to date and regularly reviewed policies and procedures in place to support staff. Appropriate online notifications are submitted to CIW in a timely manner and Ty Arfryn operates in line with its Statement of Purpose.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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