



## Inspection Report on

**Ty Gobaith**

**Tonypandy**

## **Date Inspection Completed**

27/01/2023

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## About Ty Gobaith

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	<a href="#">[Manual Insert]</a> 25 June 2021
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

Ty Gobaith provides person centred care and support to maintain people's independence and encourage them to pursue leisure activities. Care staff are familiar with the people they support and interact with them with warmth and understanding. Personal plans and risk assessment are clear and logical, and are reviewed in line with individual targets people have set for themselves. The manager has very good oversight of what is happening in the service and has good relationships with care staff and people living in Ty Gobaith. Care staff are safely recruited and supported in their roles. Quality assurance processes are in place. There is not a nominated Responsible Individual currently in post, however the person applying to take over this role is currently visiting and monitoring the service. The environment is clean and homely, and appropriate health and safety measures are in place. There is not currently anyone in the service who requires their care and support provision to be delivered in the Welsh language.

## Well-being

Ty Gobaith supports people to have control over their day to day lives and do things they like. We observed interactions with care staff throughout our visit, and found people are treated with warmth, dignity and respect. People can ask questions, and raise issues, and these are listened and responded to by care staff and the manager. Care staff facilitate visits to, and from, family and friends. Activities are decided upon by each individual and focus on their hobbies. No-one in the service currently chooses to pursue work or education.

People are supported to be as healthy as they can be by having the right care provided at the right time. Care staff appear very familiar with people at Ty Gobaith and anticipate their preferences and needs. The manager and care staff liaise with external health professionals for advice, and support people to attend health professionals when needed. Medication is stored and administered as prescribed, and PRN (as and when needed) medication is appropriately recorded and justified.

People live in an environment which supports their wellbeing. The home appeared clean, well maintained and had homely décor. People's bedrooms are personalised and people appeared relaxed and comfortable in their home.

There are systems in place to help protect people from harm or abuse. Care staff receive safeguarding training and there is a safeguarding and whistleblowing policy in place to offer additional guidance if needed. Care staff are vetted as part of the recruitment checks to ensure they are suitable to work with vulnerable people. Risks to individuals are identified and recorded as part of the care planning process, including accessing the community without support.

## Care and Support

People are supported to maintain their independence and appear generally to live together as a harmonious unit. Everyone living at Ty Gobaith has lived together for a number of years. One person has questioned whether the placement is still the best thing for them, and this is being dealt with thoroughly and sensitively by the home manager. Care staff support people to complete as much of their personal care, domestic tasks and laundry as they are able to do. People gave positive feedback about the home such as: “*everyone here is so helpful*”, and “*[the manager] is lovely*”.

Care staff have up to date knowledge of people’s needs and personal outcomes. Personal plans contain tailored information about the individual, and direct staff to the relevant risk assessment in a straightforward way. Daily records contain details on a variety of aspects of people’s day, which then links in regular to care plan reviews. People identify the things they would like to focus on in the coming months. The staff team appear to communicate well and give handovers at the end of each shift.

Care staff support people to eat as varied and as balanced a diet as they can. People are able to request their food preferences. Concerns reported to the manager about one person’s ability to swallow safely had resulted in a referral to Speech and Language Therapy. All staff have recently undertaken food hygiene training and the appropriate hygiene checks are completed. People can go with staff to complete the food shop and there is a weekly takeaway option as a social opportunity in the house.

There are infection control measures in place to help keep people safe from the transmission of COVID-19 and other potential sources of infection. Staff have access to a supply of appropriate personal protective equipment (PPE). There is an infection control policy in place. Care staff clean throughout the home daily.

## Environment

People wellbeing is enhanced by living in an environment that is clean, homely and makes them feel safe. There are stairs in the property that are not able to be adapted and any changes in people's mobility are monitored to ensure they remain safe. The home is secured from any unauthorised visitors. Bedrooms are of a good size, personalised to people's wishes and contain lots of belongings. Care staff support people to clean their bedrooms and bathrooms themselves. There is some safely accessible outside space that is utilised in the warmer months.

The home environment poses no risk to people's health and safety. We saw evidence of servicing and maintenance checks of all utilities and equipment used in the home. Fire drills and alarm checks are completed regularly. The manager advised that the service provider is responsive to requests for investment into refurbishment and replacing old items for new.

## Leadership and Management

People are supported by a small, stable team of staff. There have been a couple of recent changes in staff however, recruitment has been successful and existing staff are picking up additional shifts to maintain continuity of care. We sampled staff personnel files, all of which contain the required recruitment information. All care staff are subject to regular Disclosure and Barring (DBS) checks to ensure they are suitable and fit for their roles.

Care staff are appropriately trained and well supported. We found all care staff have completed both mandatory and service specific training, and the manager monitors this monthly. Supervision sessions, where staff have 1:1 time with the manager to discuss any aspects of their personal and professional development, are completed regularly and appraisals are held annually. Staff told us: *“I love working here”, “[the manager] is great, she’ll go out of her way for staff and residents”, and “it doesn’t feel like work, it’s like being at home”*.

Quality assurance processes are in place to support the smooth running of the service and to identify ongoing improvements. There is not currently an RI in post, but the person applying for the role is already familiar with the service and has been undertaking routine visits. We discussed the three monthly monitoring reports with the upcoming RI and advised that additional feedback from staff would be beneficial. A six monthly quality of care report is compiled and identifies what has gone well in the service, as well as what aspects could be improved. We sampled a selection of policies and procedures at the service and found them all to contain relevant, and up to date information.

### 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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**Date Published** 02/03/2023