



Inspection Report on

Cildewi

**Cilddewi House
Heol Salem
Carmarthen
SA31 3HS**

Date Inspection Completed

18/04/2023

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About Cildewi

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	10 January 2022
Does this service provide the Welsh Language active offer?	This service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People lead happy lives at Cildewi. An established staff team know people well: they interact in a kind and caring manner and provide appropriate support to each person every day. People lead happy and fulfilling lives and do things that are important to them. Each person is encouraged to have a voice, and care records clearly describe how care workers are to meet people's individual needs.

An established, enthusiastic management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) is well-known to people in the home and the staff team, and regularly visits to talk to people and care workers to obtain their feedback about the service.

Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives because care workers routinely invite each person to be involved in decisions about their support. Keyworkers ensure people understand the support they receive. In addition, there is good staff retention, so all care workers are familiar to people, giving them confidence that their needs and preferences are understood. Personal plans are detailed and contain personal preferences and family backgrounds and identify what is important to them.

A relaxed atmosphere in the home helps people and their relatives feel at ease. Keyworkers regularly give people the time they need to talk about any anxieties, and we saw care workers having good-humoured conversations with people. Each person is encouraged to personalise their surroundings in whatever way they wish. People feel safe, relaxed and comfortable, and know how to make a complaint if they need to. Peoples' privacy and personal information is consistently protected. Care workers receive regular support, guidance and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They may access policies and procedures to enable them to protect vulnerable people.

Care workers encourage and support people to make choices and decisions about how they spend their time. In addition, people are relaxed, comfortable and know what opportunities are available to them. This includes volunteering in local Charity shops, raising money for charities, working on an allotment and joining in with arts and crafts in a community group. Everyone does their own cooking each day and there is a bright new kitchen that suits everyone. One person said, *"We've got everything we need, lots of space in the cupboards and the freezer."*

The home provides an 'Active Offer' of the Welsh language even though there is currently little demand for exclusively Welsh speaking support. Some staff members are Welsh speakers and there is documentation available bilingually. The home has a 'Welsh word of the week' together with other wall posters and displays in Welsh and English.

Care and Support

Overall, people have accurate and current plans for how the service provides their support. The manager considers a range of information to ensure they can meet each person's needs, and there is a real emphasis on ensuring any new person would fit in with others in the home.

A detailed recording system provides a clear record of people's support arrangements. Risk assessments and personal plans describe health interventions. Colourful one-page profiles describe what is important for each person, and there is a clear system to record people's fluctuating mental health and daily living skills – including specific pictorial ways of describing each person's skills and abilities. Keyworkers and senior staff regularly review all documents, so they remain up to date.

The staff team work hard at ensuring people are as independent as possible: assessments of physical and mental health, together with up to date risk assessments help to maintain this as much as possible. Everyone in the home manages their own medication, with varying levels of staff support, depending on how they feel on the day.

There are good hygiene practices throughout the home and care workers may refer to infection management policies when necessary. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team, but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

People receive support in a suitable environment. The property is homely, warm and clean. People say they feel comfortable and happy living there. Each person may choose between

various communal areas as well as a garden where they are able to spend time relaxing with friends and relatives. Each person's private room is secure and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. The building is easy to navigate for people, and a maintenance team maintains the home to a high standard.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are securely stored, so are only available to authorised members of the staff team.

Clear infection control procedures are in place. Fire exits are free of obstructions and all COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI is well-known because they are in regular contact with the service. Regular audits monitor

all aspects of people's care, including medication, infection control measures and record keeping, and any issues are resolved in a timely manner. People and their relatives may complete surveys to ask for their opinions on the quality of support they receive. The home ensures each person has a copy of the complaints policy. People say they know how to make a complaint if they need to, and are confident the provider would listen to them if they did.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before any new employee starts work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme is detailed and links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

Care workers are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to remain current with all developments in the home. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports, and all employees may discuss any issues they wish to raise in three-monthly supervision meetings.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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 05/05/2023