



Inspection Report on

Trevelyan

Carmarthen

Date Inspection Completed

15/06/2023

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About Trevelyan

| | |
|--|---|
| 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 | 17th February, 2022 |
| Does this service provide the Welsh Language active offer? | The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service'. |

Summary

Trevelyan is a person-centred service providing high-quality care which supports people to live happy, healthy and increasingly independent lives. The service is led through highly effective and innovative leadership. People have a strong voice within the service. People are supported by safe and professional care staff, with whom they have developed effective relationships.

The environment is safe, secure and well-maintained. The service uses the space innovatively to support peoples' positive wellbeing and increasing independence.

Well-being

People speak very positively about the service and the care and support they receive. People meet their personal goals and increase their independent living skills because they receive personalised support from an outstanding service which values excellence, passion, and integrity. People have a very strong voice throughout the service and are actively involved in their support arrangements. A person who uses the service told us *'Since I came here, things have changed for me'*.

People have autonomy over their daily lives and can do the things that matter to them. People are encouraged to improve their wellbeing and become more independent through planning and engaging in activities, daily tasks and accessing work opportunities. People lead continual improvements to the service through regular residents' meetings and formal opportunities to inform quality assurance processes. A person who uses the service told us *'They have helped me. I am ready to move on now'*.

People develop good rapport with care staff, as the service values positive relationships in promoting good wellbeing for people receiving care and support. People live with dignity and respect and receive appropriate, kind, and caring support from exceptional care staff they know well. A member of care staff at the service told us *'We focus on 'do with not for''*.

People are as safe and healthy as possible, attending appointments and accessing healthcare support. People are protected as care staff know their needs, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised.

People benefit from a sense of community within the service, which values the uniqueness of people, increases personal confidence and skills. People benefit from an innovative active offer of the Welsh language, well above expectations. People can communicate in Welsh, to Welsh speaking care staff. Bilingual signage is in place at the service. Welsh lessons are also run by people with Welsh language skills who use the service. This has a positive impact for those, for who learning Welsh, is a personal goal.

People live in a home which best supports them to achieve their wellbeing. People have bedrooms which are personalised and decorated to their own tastes, which are adapted to meet the unique needs of people. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the different spaces for activities they enjoy. People are supported to improve their daily living skills in a newly renovated kitchen area. People feel confident and prepared for moving on from the service to independent living through the provision of a self-contained flat. People's wellbeing is promoted through innovative use of the environment.

Care and Support

People are happy with the highly effective care and support they receive at the service. The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. A care worker told us *'The care plans are great. There is enough in there to get to know the guys and how to support them'*. People's wishes of how their support should be provided are clearly documented. Plans are written with people supported by the service. Plans are reviewed in a timely manner and consider whether people's personal outcomes and progress to independence are being met. We also heard and read that the service provides enhanced support for people when they require it.

A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. We saw care staff understand and anticipate people's changing care and support needs. People are supported towards increasing independence through exercising choice and working on daily goals. A person using the service said *'They have helped me. I am ready to move on now'*.

People have freedom to choose what to do with their days and are supported to access individual or group activities of their choosing. Care staff support people to access voluntary work supporting people's progress towards independence. The service also creatively uses the Welsh language skills of residents to run Welsh lessons at the home. This celebrates the unique skills of people, promotes a sense of community within the service and directly benefits those who have learning Welsh as a personal goal.

People's physical health and wellbeing is promoted. Care records show people receive support to access social and health care professionals when needed. Care workers we spoke with understand people's health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. A person using the service told us *'They are good guys. Feel safe here'*.

Infection prevention and control procedures are very good. Care staff have access to personal protective equipment (PPE) if required. Temperatures of visitors are taken before entering the service.

Medication is stored securely. The service appropriately seeks guidance from healthcare professionals in relation to medication arrangements. A recent quality audit had identified ways to strengthen medication recording. We read and heard about improvements being implemented by the service.

Environment

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean and well-maintained. The service has a spacious lounge area and enclosed garden space providing privacy. Renovation to the kitchen and dining room has created exceptional opportunities for people to socialise and be supported with increasing independence in preparing meals.

Bedrooms and en-suite facilities are decorated to people's personal preferences and interests. Adaptations are made to people's rooms to support their health and wellbeing. The communal bathroom is also well-equipped, clean and decorated to meet the choices of people using the service. People have access to a well-maintained and organised laundry room, which further supports the goal of increasing independence.

The service has a self-contained flat which gives additional preparation for independent living and supports people in feeling confident in moving on from the service.

We reviewed the health and safety file and found robust oversight maintaining a safe and secure environment for people at the service. We saw appropriate oversight regarding gas and electricity safety checks are in place and portable application testing (PAT) has taken place. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency.

The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home. Staff told us of sufficient PPE stocks. Visitors' temperatures are taken on entry. The service has a current Food Standards Agency (FSA) rating of 5 which means hygiene standards have been rated as very good.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the outstanding service. There is a written guide which gives people who live at the service, their relatives and others, accurate information about the service.

The service has robust quality assurance arrangements in place. This effective oversight ensures a high-quality service, which achieves the best outcomes for individuals and improves their wellbeing. The responsible individual (RI) visits the service and spends time talking to people. The most recent quality of care review identifies areas for development and improvement and uses the views of people to develop and improve the care and support provided. The service provided is underpinned by core values, operates smoothly and effectively, and the service is committed to supporting people to achieve their personal goals.

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to providing innovative leadership, ensuring effective day-to-day management and oversight of the service takes place. The manager is supported closely by the deputy manager. The service is in regular communication with the responsible individual (RI). Regular care staff team meetings and residents' meetings support the provision of high-quality care. Care staff told us that the management team are approachable and always there to help or advise when required. A member of care staff told us '*The management are so good. They are always present and available*'.

The service has a robust and safe system for recruiting staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. Throughout our visit, we saw there was sufficient care staff on duty to support people and the service does not rely on agency staff.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to a variety of training opportunities, and care staff have completed a good level of training.

Care staff are provided with regular one-to-one support, through timely supervision and annual appraisals. This is in addition to the daily support care staff are provided by management when required. A member care staff told us '*We get supervisions and appraisals which are great to discuss things but we're talking all the time*'. Management also support care staff to use their unique skills and experiences. This has a positive impact on people using the service. A person who uses the service told us, '*It makes me feel*

normal'. Exemplary leadership ensures highly motivated and skilled care staff are developed at the service, ensuring the care and support provided to people remains at a high standard.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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