



Inspection Report on

Ty Newydd

Newport

Date Inspection Completed

13/09/2023

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About Ty Newydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish Group Care Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	[4 April 2022]
Does this service promote Welsh language and culture?	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 receive support to do the things they enjoy and to remain as healthy as possible.

The service safeguards people from harm and abuse and works well with external agencies, notifiable events are reported in a timely manner.

Care workers are respectful and caring, they speak positively about people living at the service and hold them in high regard. Care workers are supported by their colleagues and by the new manager but told us about the impact of inconsistent management since the last inspection.

There are systems in place to enable the running of the service and delivery of care and support. Care workers speak highly about their opportunities for learning and development. However, the service has not had a consistent manager since the last inspection, which has impacted on the effectiveness of support for care workers. We found that the service provider has not taken sufficient steps to support the care workers and people at the service in the absence of a consistent manager.

Well-being

People told us they are happy with the service and we saw people smiling, laughing, and interacting well with one another. However, people and care workers also told us that at times they are impacted by other people in the service. We observed care workers working hard to try to minimise the impact for people. People choose how they spend their time; activities are planned with people, and care and support is provided as and when people want and need it. We saw people engaging in a variety of activities, with good rapport and relationships with their care workers. People told us they like their care workers.

Care workers support people to understand what care, support and opportunities are available to them. People can access the right information when they need it; the service provides guides for people to support them to understand their rights. People's needs and well-being outcomes are considered through personal plans and care workers enable people to work towards their goals. People are able to raise concerns with the management and care workers; there are systems in place to support this. We saw people supported to manage their own needs, and care workers provide reassurance with warmth, dignity, and respect. People's physical and mental health and emotional well-being are supported by the service.

Care workers support people to plan their weekly menu, and the service has a rating of four, meaning "good" with the Food Standards Agency. People are encouraged to take part in preparing their meals, and the environment in the service is set out in a way that support this safely. The service provider is undertaking work to maintain the service and adapt to the changing needs of people. We saw bathrooms being updated to improve provision within the service. The environment is spacious and welcoming; people feel comfortable in their own rooms. There are processes in place to assess the suitability of living accommodation and compatibility within the service; the responsible individual (RI) is supporting the service to manage the environment to meet the needs of all people living there.

Care and Support

People choose how they spend their time and support is planned to enable this as far as practical. We saw people playing connect four, watching films of choice, and dancing and singing with their care workers. People are encouraged to participate in the cooking when they want, helping to choose the menu each week. Care workers seek to engage people using the active support model, which is a system designed to support people to engage in meaningful everyday activities.

Care workers are friendly and proactive in planning activities for people; suggesting ways to support people to meet their own care and support needs. We saw plenty of care workers to meet people's needs. People receive care and support as and when they require it. Care workers are knowledgeable about people, but people's personal plans vary in the levels of detail they provide. We read clear guidance for care workers to follow in an easy-to-read format in some people's personal plans. However, personal plans are not always reviewed in line with the regulations, which means that not all care workers have access to the most up to date information about people's care and support needs. There are some inconsistent approaches to the service's transition processes, which means that some important information has not been reviewed prior to a person moving into the service.

There is positive rapport between people and care workers. We saw people interacting throughout the day, joking, and enjoying time together. Care workers are skilled in de-escalating situations and reassuring people as needed. People benefit from the care and support they receive. People are supported to be as independent as possible. In most instances, where people are unable to keep themselves safe, the necessary procedures are followed and appropriate arrangements are in place with the local authority to ensure decisions are made in people's best interests. We are assured that the provider is taking action to address any instances where procedures have not been followed. People's health is maintained through safe medication processes, which are clear and effective. Care workers are knowledgeable about the medication process. Care workers promote hygienic practices and effectively manage infection and control procedures within the home.

Environment

The service is a spacious property, with options for spending time communally, or independently. The property is well decorated and maintained and suited to the needs of people living at the service. There is a lounge near the kitchen and office where people tend to spend their time. Although the property is spacious, people tend to spend their time in the same spaces, which can at times impact people's mood and wellbeing. Care workers are currently working to improve provision in the second lounge, to provide additional space for people to spend time outside of their bedrooms. This has been highlighted as a need by the service and the RI, to enable care workers to proactively support people to increase space at times of stress. People are supported to participate in the kitchen; there is an island between the kitchen and dining room to enable people to participate safely in home activities. People benefit from personalised bedrooms, it is clear that people have been involved in decorating their rooms, which reflect their personalities. People told us, "*I like my room*" and were proud to show us their space, and their belongings.

Care workers support people to maintain the environment, and work to ensure it is clean and tidy, and to reduce the impact of people's behaviour on the environment and others living at the service. There is a secure garden to the rear of the property where people can spend time outdoors. People's health and safety is maintained in the service, with all safety checks being carried out and certification in place. Risk assessments for the service are completed, but there are some inconsistencies in their review. Care workers and managers work to ensure the environment is safe for people using the service; safety measures are in place to manage the home's security. Adequate equipment is provided to support people where required. We saw care workers ensure proper maintenance of people's walking aids, and the communal bathrooms are being updated to improve the provision within the service.

Leadership and Management

The service has a new manager in post who is working to support people and care workers, following the absence of a consistent manager since last inspection. Care workers told us they, “*Feel a positive impact*” since the manager started. The manager and deputy told us they felt that they had, “*Good support*” from the RI and management structure within the organisation. However, there has been inconsistency in the management of the service since the last inspection, which has impacted the efficiency of systems and processes in place to support people, care workers, and the smooth running of the service. Care workers are provided with opportunities to attend meetings to be kept up to date with the most recent information about the service and people and cover a range of topics, but meetings are not always planned and attended consistently, which impacts on the communication in the service.

New care workers and agency workers benefit from an Information booklet for new staff which contains clear information to introduce people to the service. Care workers benefit from learning and development opportunities and speak highly about their support to undertake qualifications. The service has policies and procedures in place to safeguard people; however, some policies refer to the needs of the wider service provider and are not specific for the service. Care workers receive support and supervision sessions, however there are gaps in the process since the last inspection. The service has processes in place to support the safe recruitment of staff, however we found gaps in records which could place people at risk. We are assured by the RI that action is being taken to address this, and that a new recruitment system is in place.

There are processes in place to support the oversight and governance of the service; patterns and themes are identified, and people’s needs are considered. However, in the absence of a consistent manager, the service provider has not demonstrated that the service is provided with sufficient care, competence, and skill. This is placing people’s health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

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
6	The service provider has not demonstrated that the service has been provided with sufficient care, competence and skill, in the absence of a consistent manager.	New

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
73	In 2021, the responsible individual did not visit the service at least once every three months.	Achieved

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