



## Inspection Report on

**Tyn Y Coed DCA**

**Big House  
Front Street  
Milford Haven  
SA73 1JT**

## **Date Inspection Completed**

*25/05/2022*

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## About Tyn Y Coed DCA

Type of care provided	Domiciliary Support Service
Registered Provider	Tyn Y Coed Care Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">Manual Insert</a>
Does this service provide the Welsh Language active offer?	Working Towards.

### Summary

People benefit from receiving good quality care and support from a caring and knowledgeable staff team. The service is well managed with effective governance arrangements in place. There are clear lines of communication within the organisation and externally. There are effective governance arrangements in place to ensure people receive a very high standard of service.

People receive support and encouragement to lead active lives and make daily choices. Staff treat people with dignity and kindness and relatives feel assured care provided is of a good standard. Personal plans are person centred, inclusive and centre on what is best for them.

## Well-being

People receive a good standard of care and support and are in control of their day-to-day lives. Personal plans are written in a person-centred way, are inclusive and centre on what is best for them. They also provide clear guidance for care workers to follow. Care staff are respectful, professional and know the people they support extremely well. They are able to communicate with people using a range of methods, including sign language. Care staff involve people and/ or relatives in decisions that affect their daily lives. People feel listened to and confident any concerns are taken seriously. Feedback from people and their representatives about the service is very positive.

People's physical health and emotional wellbeing is monitored and promoted within the service. They are encouraged and supported to maintain relationships with others who are important to them. People stay as healthy as they can be because care staff work in partnership with external health and social care professionals. Staff access specialist training regarding a range of health conditions. Care staff communicate well with relatives and advocates and use this information to make sure the right support is in place. Care staff know people's needs and wishes and support them to do things that matter to them.

Safe working practises minimise risk and promote people's independence. Personal plans and risk assessments include information from the relevant professionals, family members and people. These are regularly reviewed and provide care staff the information they need to keep people safe. Care staff encourage people to live fulfilled lives doing things they enjoy doing, whilst acknowledging the risks. Care staff are aware of their safeguarding responsibilities and how to report any concerns. Staff training and up to date policies and procedures support staff to keep people safe. There are safe medication management systems in place.

There are effective governance arrangements in place to ensure people receive a good standard of service. The management team demonstrate effective communication with people, staff, relatives and other stakeholders. There are consistent arrangements in place to support staff through regular formal and informal supervision. An induction process and access to development opportunities promote a commitment to the organisation and its values. The Responsible Individual (RI) maintains regular communication with the service and has effective quality monitoring arrangements in place.

## Care and Support

Staff show warmth, kindness and compassion to people. Staff take time to engage meaningfully with people they support. People are at ease with staff and communication is relaxed and respectful. Care workers use both verbal and non-verbal methods to communicate.. There is a good skill mix as some staff have worked for the service for some years, whilst others are new to the service. Throughout Covid restrictions the service maintained good communication and relationships with people's family and friends. This includes face to face time and the use of technology. There is strong engagement with the local community.

People have a voice and control over their lives. People able to communicate verbally told us they felt in control and able to do things they enjoyed doing. Others indicated they are happy and in control, which was seen throughout the inspection. Care plans are centred on the individual, and evidenced the person and/ or advocate is involved. We overheard conversations around day-to day choices and future plans.

People are positively encouraged to engage in meaningful activities and develop life skills. Care staff demonstrate a commitment to enabling people to do be as independent as possible. We saw people having access to kitchen areas, making lunch or drinks for themselves and others. Some people are re-gaining skills as part of their move-on into more independent living. Personal plans clearly detail people's future goals and aspirations. This includes maintaining relationships with family, losing weight, volunteering and improving emotional wellbeing.

Systems are in place to safeguard people from abuse and neglect. Risk assessments reduce the risk of harm and are reviewed on a regular basis. Staff complete safeguarding training and are aware how to raise concerns. There are clear safeguarding and whistle-blowing policies in place.

Staff support people to maintain health and wellbeing. We saw good communication and advice sought from health and social care professionals. Staff access specialist training regarding a range of health conditions. They have a good understanding of nonverbal cues as indicators of ill health. People are supported to attend health appointments. Staff administer medication safely, are well trained in line with their policy and complete records in a timely manner.

## Environment

## Leadership and Management

The service places strong emphasis on enabling people to live fulfilled and valued lives and this was evident during the inspection. All care staff spoken to demonstrated that they understood the values of the service and care staff told us that they are committed to supporting people to achieve their individual goals.

The management team support and develop staff to reach their full potential and care staff said that they feel well supported by them. The manager is able to identify strengths and weaknesses through regular contact and more formal supervision and appraisal meetings. The service provides training around the individual needs of people as well as training and support in areas which staff would like to develop. Staff we spoke with feel valued and appreciated, saying that they feel the management team is considerate and approachable. A strong staff team has supported each other through the challenges which the Covid-19 pandemic has inevitably posed. This continues to be well managed and care staff told us they appreciate the support and ongoing communication provided to them by the management team during this time.

The service ensures that staff are suitably vetted and safe to deliver care and support to vulnerable people. There is a clear staff induction programme in place. People are safeguarded by a thorough recruitment and vetting process. Documentation in respect of staff working at the service is in order and meets regulatory requirements.

Comprehensive quality monitoring arrangements demonstrate good oversight of the service's performance. There is a positive culture with regular monitoring of peoples' support to improve their outcomes and meet their aspirations. There is evidence of RI engagement with individuals, relatives, care workers and external professionals. The RI is in regular contact with services and is well known to staff. Effective quality monitoring and continuous improvement arrangements ensure the service is safe, well run and continues to develop.

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



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