



Inspection Report on

Tyn Y Coed DCA

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

Date Inspection Completed

09/01/2024

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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	14 June 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 are happy with the person-centred support they receive from kind and caring staff. People are shown dignity and respect and are treated as individuals. Personal plans demonstrate the choices and control individuals have over their day to day lives and how they are encouraged and supported to achieve their personal goals and outcomes. There is a stable staff team who know people well and are committed to ensuring people reach their full potential and enjoy consistently good outcomes. Staff feel supported by their manager who works closely with the Responsible Individual (RI). Effective recruitment systems are in place and staff receive the required training to undertake their role. Supervision is provided regularly, and staff are confident any issues raised will be addressed appropriately.

The Responsible Individual has effective oversight of the service and there are systems in place to monitor, assess and review the quality of care being provided.

Well-being

People are supported to remain physically and emotionally healthy. Individuals are able to choose how they live their lives but are encouraged to make healthy choices. Some people attend a slimming group and have learnt how to cook healthy meals that they enjoy.

Physical activities are also encouraged and part of people's daily lives and routines. Staff are creative and provide opportunities for people to participate in different activities. People choose to do the activities and hobbies that they enjoy. One relative told us, "*They think of things for them to do that I hadn't thought of.....they are treated as individuals*". They have opportunities to participate in activities in the community such as college, work and volunteering placements and groups of their choice.

People maintain close relationships with their friends and family. Care staff support people to visit and stay overnight with their family and will assist with transport arrangements if required. Representatives told us they have developed trusting professional relationships with staff over the years and value their support and caring nature.

Personal plans evidence that health and social care professionals are consulted routinely and when required to ensure people's needs are met and plans remain relevant. Care staff know people well and notice any changes in support needs and will make timely referrals to health professionals. Individual plans are routinely reviewed, involving people and/or their representatives, providing an opportunity to voice their opinions. They are supported to make decisions about things that affect them. Familiar care staff are able to interpret people's body language and facial expressions. This enables them to anticipate their needs and wishes when individuals are unable to communicate verbally. Medication is administered and managed safely by trained staff. Audits are undertaken by senior staff to ensure any gaps in medication records are identified and addressed appropriately and in a timely manner.

The service keeps people safe and protected from harm and abuse. Staff spoken with understand their duties and responsibilities if they have any concerns and know the procedures to follow. They have confidence that managers will take the necessary action as and when required and in line with statutory duties. There are robust recruitment systems in place to ensure staff have the necessary skills, knowledge and suitable character to undertake their role.

Care and Support

People receive person centred care from caring and knowledgeable staff in a relaxed environment. People are respected as individuals and are supported to do what matters to them. We saw natural and positive interactions between people and staff with banter used appropriately. People's body language and facial expressions showed they were happy and at ease and had developed trusting relationships with staff. One representative said, *"I can't fault them (staff), people are treated with respect and as individuals, I have trust in them (staff)".* A staff member said, *"It's a lovely place, lots of laughter, care and warmth."*

Skilful care staff use a variety of communication methods with people who are unable to verbalise their views and wishes, such as Talking mats, pictures and objects. As care staff know people well, they are also able to read people's body language and gestures. Meaningful activities are organised according to people's interest and preferences and people choose what they want to do. During the inspection individuals were preparing to leave to do activities of their choice. A staff member said, *"They just say if they want to do something, we will arrange with the manager, it gets put in the diary and they just do it".*

Personal plans are detailed, up to date and created in collaboration with individuals, their representatives and health care professionals. An easy read summary section shows the key aspects of support needs that are important for staff to be aware of, including communication and behavioural needs. Individuals' desired outcomes are recorded and regularly reviewed to monitor progress and what support is required to achieve each outcome. The manager is currently updating the format of personal plans to ensure wellbeing outcomes are captured. Records show reviews of personal plans are undertaken in a timely manner and include the person and their representative if appropriate.

Records are very person centred and demonstrate that people have choice and control over the care and support they receive. Individuals discuss with their key worker on a weekly and monthly basis to plan what they would like to do and how they will achieve it. Plans can change on a day to day basis depending on the wishes and feelings of the individual.

Well established protocols and risk assessments ensure people are protected and kept as safe as possible whilst their freedom is not restricted unnecessarily. Records looked at show that any decisions made on behalf of an individual have been carefully considered, in their best interests and are lawful.

Leadership and Management

The RI and manager have good oversight of the service and work closely together. One of them is always present at the service and they make themselves available to people and

staff. Staff describe the manager as approachable and supportive. The staff team are supportive of each other and one staff member said, *"We are like a big extended family, I really enjoy my job"*. A family member said, *"They keep professional and are genuine lovely people, I can't fault them"*. The manager is proactive in addressing any issues that are raised by people and staff. An individual told us, *"I tell them in the office and they will sort it out"*.

A stable staff team reflects the strong and effective management team with some staff having worked for the provider for several years. Newer members of the team told us how well prepared and supported they felt to undertake their role following a thorough induction and shadowing period. The ethos of respect and accepting people as individuals filters from the RI and manager throughout the team. There is an open door policy in the office and during the inspection individuals and staff members called in. Some people receiving support enjoy a social visit to the office and regularly spend time there.

There are robust recruitment systems in place. Personnel files hold the required information to ensure that staff are of good character and hold the necessary skills and qualifications to undertake their role. Regular one to one supervision provides staff with an opportunity to reflect on their practice and identify any areas for training or development.

Staff receive mandatory and additional specialised training according to the specific needs of the individuals they support, such as Buccal training for administering medication to people who have seizures. Records confirm that the majority of staff are up to date with their training.

Key documents and policies we looked at are up to date, reviewed regularly and written in line with current legislation. The RI undertakes the required quarterly visits to the service and the six monthly reports evidence that they effectively audit, monitor and review the quality of the care and support that is provided. Areas to improve are identified and acted upon and areas that are working well are recognised and shared with staff during regular team 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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