



## Inspection Report on

**Rhyd y Cleifion Ltd**

**Ty'r Felin  
Argoed Hall Lane  
Mold  
CH7 6SQ**

## **Date Inspection Completed**

26/10/2021

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## About Rhyd y Cleifion Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rhyd y Cleifion Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	13/05/2019
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.'

### Summary

People living at Rhyd y Cleifion receive person centred care in a homely environment. People told us they feel safe and have enough to do. Care staff are experienced and knowledgeable and people are settled and comfortable with care staff, who know them well and give consistent care. The management works in partnership with external agencies and the placing authorities.

People can do things that matter to them and have access to a range of activities both within and outside of the home. People are encouraged to maintain contact with family members and significant others. The Covid Pandemic has affected people's access to activities outside of the home; however, staff are supporting them to resume attendance at college and work placements. People are encouraged to be as independent as possible, by keeping their rooms tidy, preparing meals and doing their laundry.

Generally, people are cared for in safe, secure and well-maintained surroundings. They can choose the décor of the bedrooms. People feel comfortable, because they are cared for in a pleasant, homely and clean environment; however, some areas of the home are dated and would benefit from refurbishment.



## Well-being

People know and understand the care, support and opportunities available to help them achieve positive outcomes. Each person has a personal plan, which includes what is important to them and what care staff will do to support them. The manager and care staff listen to the people's views and requests and take action to make changes. They seek information to help people make decisions about things that affect their lives. People have positive relationships with the manager and most care staff, and are able to share their feelings. This ensures they get the right care and support as early as possible.

Care staff support people to be emotionally and physically healthy. They encourage people to be active and eat healthily. During the Covid 19 pandemic people changed their activities as services were closed. Care staff are supporting people to take up activities that had been put on hold, such as work, college and volunteer opportunities. People went on holiday in October to Dorset and they told us they had enjoyed themselves. Care staff support people to lead active lives and be as independent as possible. They encourage people to carry out their own domestic chores and their self-care skills are promoted.

Care staff have positive relationships with people's relatives and they are supporting people to see their families in line with national guidance. Where possible they facilitate visits, and people use alternative methods to stay in touch such as video calls.

The provider has arrangements in place to make sure risks to people's health and safety are minimised as far as possible. Staff know whom to contact and what to do if they thought a person was at risk of abuse. There are suitable systems in place to ensure the oversight and audit of medicines management.

There are systems in place to make sure the environment is safe. People are happy with the home and their bedrooms. Management has effective oversight of the maintenance and health and safety of the service. The home is clean, safe and homely, however, areas such as the kitchen and bathrooms are rather dated.

## Care and Support

People have good relationships with most care staff who provide them with consistent care. Care staff involve people, wherever possible, in making decisions that affect their lives. People tell us they would be able to talk to staff if they are worried. People like the manager, and a person described them as a *'very caring person'*. People show delight when they know certain staff are going to be on duty.

Care staff are familiar with people's plans and risk assessments to support people to manage their behaviour. Active support plans are in place giving prompts for staff about how their approach can affect people's responses. Staff complete daily checklists to evidence tasks are completed for each person. Our observations and the completed daily records show care staff follow people's plans. Care staff know people well and use clear language and communication tools to ensure people understand what is being said to them.

Care staff monitor people's health, and encourage them to keep well and lead a healthy lifestyle. People plan what they want to eat and go shopping with staff. They choose what they want to eat for lunch on a daily basis and help to prepare it themselves. The refrigerators are well stocked with vegetables and fresh foods, and fruit is freely available. A person told us they had lost weight since moving to the home and feel healthier as a result. Care staff make health referrals to ensure people get the treatment needed at the right time. The staff and manager communicate effectively with health professionals, which results in improvements for people's health and well-being.

The provider is aware of the Welsh Government's *'More than just words follow on strategic guidance for Welsh language in Social Care'*. None of the people living in the home want to receive care through the medium of Welsh. The provider stated it is difficult to recruit Welsh speaking care staff, and although the provider and care staff celebrate Welsh culture and use some Welsh words, people are not able to receive a service in Welsh.

The provider has suitable arrangements in place to make sure people are safe. The measures in place to reduce the risk of people and care staff contracting Covid-19 are consistent with current Welsh Government and Public Health Wales guidance. Care staff complete Covid-19 tests, wear personal protective equipment (PPE) during their shifts and regularly clean the environment.

## Environment

People live in accommodation, which meets their needs and supports them to maximise their independence. They are able to do things for themselves because the layout, design and facilities promotes independence and accessibility. The home provides comfortable, clean and homely accommodation. People we spoke with said they like the house and their bedrooms, and are able to choose the décor and have things around them that they like. People's bedrooms are personalized and tidy. Furniture was in a good condition and people had posters and photographs of people important to them. Their possessions reflect their personal interests.

There are contracts in place for the regular servicing of the heating, electrical installation and fire safety equipment. The home identifies risks for the environment and activities and puts measures in place to reduce them. There is a fire risk assessment and care staff organise fire drills and regular testing of fire safety equipment and smoke detectors. The provider reports maintenance issues to the property owner, and said that while repairs are undertaken promptly, their requests to update areas of the home have been ignored.

## Leadership and Management

The provider sets out how the home will meet the needs of people in the home's statement of purpose. People receive a copy of the service user's guide before moving into the home. The provider employs sufficient numbers of care staff, who have the knowledge and competence to meet the needs of people living in the home. However, the provider and care staff stated the service would benefit from additional bank staff to cover shifts if permanent care staff are unavailable. The provider is currently recruiting to meet this need.

The provider ensures care staff receive training and guidance to provide the right care for people. Newer care staff speak positively about the induction process and all care staff describe the team as supportive and the manager as approachable and available. The manager supervises care staff individually every three months and they meet together regularly as a team. Feedback from care staff indicates they enjoy their roles and feel supported. People are cared for in a home where there is a consistent care staff team. We saw care staff communicate effectively with each other during shifts to ensure continuity of care.

The provider has quality assurance systems in place to monitor the operation of the home and maintain standards. The manager of the service is also the responsible individual. They complete checks on the service every three months. They also conduct a quality of care review every six months and produce a report of their findings. They seek feedback about the service by speaking with people living at the service, their families, care staff and social workers.



### 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	N/A

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