



Inspection Report on

Ty Porth Care Home

**Ty Porth Care Home
Cemetery Road
Porth
CF39 0BH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/12/2022

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About Ty Porth Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hallmark Care Homes (Porth) Limited
Registered places	81
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2022
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

This was an unannounced focused inspection. We did not consider all themes in full, concentrating on areas of care and support and leadership and management.

People told us they are happy living at Ty Porth. Relatives told us they are happy with the support people receive. Care staff are compassionate, respectful, and generally enjoy working at the home. Personal plans are reviewed regularly, and people and their representatives are included in this. People's views on what they would like to see in place at the home are actively sought. Management is visible and engaged in the day-to-day running of the service, with robust auditing systems in place. The environment is clean, homely, and suitable for people's needs. Sufficient care staff have been recruited. Care staff are recruited safely, receive regular supervision and training, and feel supported in their work.

Well-being

As this was a focused inspection, we have not considered well-being in full. We will explore this theme fully at the next inspection.

People are treated with dignity and respect at Ty Porth. People tell us their wishes and views are sought. Care and support is person-centred. People can raise issues or make requests, and these are generally responded to. The home has good relationships and lines of communication with relatives, who told us staff keep them informed and updated. Friends and relatives can visit when they wish.

People live in an environment that supports them to achieve their well-being. Ty Porth is a purpose-built four-storey care home that caters for older people and their associated needs. Bedrooms are comfortable and personalised. Suitable mobility aids are in place to help people where needed. We saw people were relaxed and comfortable in their environment, and people told us they are happy living there. The home appeared clean and well-maintained.

Care and Support

As this was a focused inspection, we have not considered care and support in full. We will explore this theme fully at the next inspection.

We saw positive care and interactions between care staff and people. Care and support is provided in a person-centred and dignified manner, with people appearing well cared for. We spoke to people who told us *“it’s good here”*, staff are *“brilliant”*, *“lovely”*, and *“do whatever I need”*, and they feel safe at the home. People’s relatives told us they are happy with the service people receive, they feel people are safe at the home, and the service keeps them informed about their loved-ones.

Care staff have up-to-date knowledge of people’s needs. Daily recordings and supplementary monitoring charts are in place, giving important information about people’s progress, identifying changes in care needs, and informing reviews of personal plans. We saw reviews take place every three months, and they include the person and their representative.

People are provided with a balanced diet. We viewed the menu, with people offered alternatives if they wished. People told us the home’s food is *“great”*, *“very good”*, and *“you have a good choice”*. We saw evidence of people having drinks to help keep them hydrated and observed them being offered choice of foods. Dietary preferences are understood and available to kitchen staff. We were told that changes had been made to the menu to take account of people’s preferences.

Domestic staff have daily cleaning schedules, including regular deep cleaning of the home. We saw evidence of domestic staff cleaning throughout the inspection.

Environment

As this was a focused inspection, we have not considered the environment in full. We will explore this theme fully at the next inspection.

Ty Porth is a four-storey building located centrally in Porth. Adaptations and equipment are in place to help people meet their needs. A lift is in place for access between levels. The home is clean, tidy, and free from malodours. Bedrooms viewed are of a good size, spacious and comfortable. Rooms are individualised to people's tastes and contain photos, decorations, and keepsakes, which promote a feeling of belonging. There are lounge and dining areas on each floor, where people can choose to spend their time and have their meals. There are sufficient toilet and bathing facilities available at the home. We saw that facilities and equipment are in working order.

Leadership and Management

As this was a focused inspection, we have not considered leadership and management in full. We will explore this theme fully at the next inspection.

People are supported by a team of care staff who are recruited safely. Staff files viewed show appropriate recruitment arrangements and contain all legally required information. Care staff start work once pre-employment checks are completed. New care staff have an induction programme, with on-going training in place for all staff. Training records show staff have up to date training in core areas of care, with more specialist training also in place.

Care staff feel supported in their role. They told us they “*enjoy*” working at the service, the managers are “*supportive*” and “*approachable*”, but it can occasionally be busy when there is staff sickness. Care staff have regular supervision to reflect on their performance, identify support they might require, and discuss any issues. Sufficient numbers of staff have been recruited by the service. The rota showed target staffing levels were being met and was reflective of staffing on the day. Where there are unexpected staffing issues, such as sickness, the service has a full complement of staff to draw on. We saw several staff unable to attend work owing to sickness. Alternative staffing was promptly arranged, and target staffing levels achieved.

Robust governance, auditing and quality assurance arrangements are in place. These systems help the service to self-evaluate and identify where improvements are required. We saw the service audits itself comprehensively. Where issues are raised with the management, such as needing new equipment, this is addressed and responded to. We saw that management actively consult with and seek the views of their staff. The service seeks the views of people through regular resident meetings, discussing issues such as what food should be on the menu.

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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Date Published 22/12/2022