



Inspection Report on

Pen Y Graig

Brynteg

Date Inspection Completed

29 June 2022

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About Pen Y Graig

Type of care provided	Adult Placement Service Adults Without Nursing
Registered Provider	Pen Y Graig
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert This was the first inspection following the service's registration under The Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

Pen Y Graig provides a welcoming home for people placed in their care. People live in the home as part of the family, family members care and support people in a sensitive, empathetic way and know their needs well. People are supported to be as independent as possible and have a daily/weekly routine which has been created with the person. People are supported to attend day care services and other activities of interest to them. People are helped to be as healthy as possible and are aided to attend health care appointments, as necessary. The house is a small holding with a variety of animals which people enjoy helping to care for. People also grow vegetables and, recently, have started to keep bees. Family members and people in their care speak of each other in a warm, complimentary manner and we observed they all interact as a family.

Well-being

People are assisted to maintain their independence in the home and help to prepare meals and look after animals. One person was eager to tell us about the new beehive and their role as “*beekeeper*”. People told us about attending day care and how they enjoy this and helping to prepare their lunchboxes. They told us they are well looked after in the home and considered themselves part of the family. People said they feel safe in the home. They told us about their favourite meals, and they enjoy having BBQ’s and sitting outside in the warm weather. We saw from their personal files that people can maintain their hobbies and interests, for example, working with horses, days out, shopping trips. People are assisted to maintain full and meaningful lives and to be as independent as possible.

People remain in contact with loved ones and friends. We saw from care files that people can visit and contact family and friends as they wish. People also said this is the case and they can be as sociable as they are comfortable with. Staff/ family members also told us people can contact and meet people of importance to them as needed.

Care files and daily/weekly routine diaries are kept ensuring people receive the care needed. Staff have safeguarding and mandatory training to ensure they are knowledgeable and can support people safely. Staff can describe appropriate actions to maintain people’s health and safety during the Covid-19 pandemic. People can access Covid-19 vaccinations if they choose to do so.

The home is welcoming, and people feel at home. People proudly showed us their rooms, each was different and decorated according to the person’s taste/needs. People have varied hobby materials in their room, some enjoy modern technology and watching TV. Outside spaces are well maintained and people care for a large variety of animals.

Care and Support

People are supported to be as healthy as possible. We saw people have regular reviews to ensure their health, staff assist people to attend appointments and carefully document outcomes in people's plans. People told us that staff are quick to secure medical appointments for them if they feel unwell. People are also supported to attend dental and optician appointments as required and other health care professional reviews as needed. Outcomes and any instructions resulting from a review is documented and shared amongst staff/ family members to ensure adherence.

People are given access to good nutrition and hydration. People help with food shopping and meal preparation. Staff said they are mindful of providing healthy meals with the occasional treat as enjoyed by the person. We observed people going in and out of the kitchen to get drinks and snacks. People appeared healthy and happy and told us they enjoy their meals.

People are happy in the home and are complimentary of the staff/ family members. People told us staff help them in their daily lives and are kind. Staff can describe safeguarding principles. The manager is aware of their responsibility to report any incidents to Care Inspectorate Wales (CIW) and local authorities.

People's support plans are centred around their needs as an individual. Care documents are personalised to each person's needs and describe what support they need for each aspect of daily life. Any behavioural triggers are described and how best to reassure the individual and distract them from anxiety provoking circumstances.

Environment

CIW do not report upon services in the person's own home, and as this is an adult placement service, this applies in this instance. However, we saw the liability insurance for the home is up to date. Fire safety risk assessments are also in place.

Leadership and Management

The Responsible Individual (RI) for the service is a family member in the house and is available for people daily. We saw people have a close relationship with her, and some call her "Mum". As staff members are family, hand-over of care, reviews and updates are often on an informal oral and diary basis. The manager does keep records and processes on the PC. It would be beneficial for the RI to provide a more formal written report to meet the requirements of the regulations. The RI needs to ensure they are registered adequately with the CIW systems to provide written evidence via the CIW online portal.

Staff have adequate employment checks to ensure they are safe to work with vulnerable adults. We saw records to evidence staff have regular mandatory training to ensure they can care for people knowledgeably. Staff have regular supervision to support them in their daily roles and are very supportive of each other. They said they enjoy working with the people and consider them as part of their family.

The service has not declared any financial difficulties to CIW.

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 12/09/2022