



## Inspection Report on

**Clynfyw CIC Domiciliary Care Agency**

**Clynfyw Countryside Centre  
Abercych  
Boncath  
SA37 0HF**

**Date Inspection Completed**

04/09/2023

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## About Clynfyw CIC Domiciliary Care Agency

|   |  |
|---|--|
| Type of care provided                                 | Domiciliary Support Service  |
| Registered Provider                                   | Clynfyw Community Interest Company   |
| Registered places                                     | 0  |
| Language of the service                               | English  |
| Previous Care Inspectorate Wales inspection           |  |
| Does this service promote Welsh language and culture? | 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

Clynfyw is a friendly and vibrant service, which offers people a range of opportunities to learn new skills and to build relationships. People are very much at the heart of the service and are encouraged to contribute to its running.

There is a strong staff team who share the values of the service in respect of person centred support, and promoting voice, choice and control. The staff team are effectively led by a strong management team who are both visible and approachable.

## Well-being

People's well-being is enhanced because of the physical environment. Those living in the supported tenancies within the Clynfyw estate, live in homes which are comfortable; personalised and well maintained. One person told us "*I am very lucky*" when describing their home and the support they receive. The physical environment means there are many opportunities to engage in meaningful activities and work. People are proud of their achievements and make a real positive contribution to the running of the service.

The relationships between people and those supporting them is very good. Staff gently encourage people and are able to understand those who have difficulty communicating verbally. There is some banter between people and staff, and some people describe other participants as their friends. People feel able to talk to staff if they wish to do so, and say staff have time for them.

People's voices are heard and listened to; they are involved in the recruitment of staff and are consulted on all aspects of their support. People do have support plans and these can be changed if the person chooses to spend their time doing something else.

The range of opportunities for people is excellent. These include working within the farm; attending the day service and being supported in the wider community. Some people go to football and horse riding and some are planning holidays which will be supported by staff.

There are opportunities for people to speak with staff in both English and Welsh. Some people prefer to speak Welsh and there are a number of Welsh speaking staff to enable this. Some documents are also available in Welsh, including the support plan review form. A manager told us care plans could very easily be offered in Welsh if people want this, and agreed to remind people this option is open to them.

## Care and Support

People have excellent opportunities to do things that matter to them. There is a focus on independence and learning new skills. One person has an aim to move to more independent living and is working with staff to learn better money management skills to help them be in a better position to achieve this.

People are supported and encouraged to do creative and meaningful work on the farm, including apple juicing; helping in the kitchen; working in the gardens and taking care of the animals. Some people attend the day service where there are craft and media groups. One person took time to tell us about their work looking after the chickens and has taken responsibility for this. Another described their responsibilities in the apple juicing service and demonstrated the work they do.

On both days of the inspection, the restaurant was a social place, with people chatting; getting ready for activities and helping with meal preparation. People demonstrate a real fondness for each other as well as those supporting them, and there was some good humoured banter throughout the inspection.

People have choice and control over aspects of their support. Support plans are detailed and person centred. They contain information about the person's physical health needs; their family and others important to them; how people like to spend their time; how they like their support to be offered; what they are good at and what they would like to do better. There are separate sections for personal care; keeping safe; making decisions and promoting independence. The support plans do give a clear picture of people's needs and are reviewed regularly to make sure they are accurate and up to date. Daily diaries are detailed. They contain information about how the person spent their time as well as what they ate and their mood. Most entries are reflective of the values of the service and are strengths based. The majority of staff feel they have time to read support plans and diaries and some people told us they have been involved in writing their records.

There is a focus on physical health. Some people are trying to lose weight and staff are encouraging and supporting them to achieve this aim. The restaurant on the farm is largely self sufficient and meals are made using fresh ingredients. Daily diaries show that whilst people make choices about their meals, they are encouraged to eat as healthily as possible.

Systems are in place to protect people from abuse, harm and neglect. Staff know their responsibilities to report any concerns they may have and are confident the management team would respond correctly to any concerns raised. People using the service have good relationships with the staff and feel able to talk about any issues or worries they have.

## Environment

This is a domiciliary care service and the environment is not normally considered. However the environment is a key feature of this service and one which offers people opportunities to participate in a range of meaningful activities to enhance people's skills and overall well-being.

There are large grounds with well equipped gardens, which participants have responsibilities for. The gardens produce fresh fruit and vegetables which are either used in the service; sold or donated. The forest provides work opportunities to produce charcoal which is then sold and the orchard means the apple juicing business is sustained.

Some people live in supported tenancies within the Clynyfw estate, and those we spoke with are wholly satisfied with their homes. One person was planning to move in and was involved in getting their room ready by painting it in their chosen colours.

## Leadership and Management

There are some effective governance arrangements in place to monitor quality, and there is a willingness to reflect on what has gone well and what improvements could be made. Some quality reports are written but these are not always in line with the requirements set out in the Regulations.

Care workers consider they have the training they need to safely and effectively carry out their duties and people using the service have confidence in the staff. A range of training is offered, including total communication; first aid and safe administration of medication. During the inspection, one staff member was completing safeguarding training and some others were due to attend for epilepsy training. There are some gaps in the training matrix, but sessions have been booked to make sure staff are, as far as possible, up to date with training.

The staff team communicate well with each other and the management team is considered to be supportive; receptive and responsive. One member of the team describe the management as “*very well organised*” and a visiting professional finds the staff team “*approachable*”; “*appreciative*” and “*helpful*”. Staff meetings are held regularly and staff feel able to talk about any ideas or concerns they have. Supervision is carried out but the provider needs to make sure staff have the opportunity to have one to one supervision at least every three months.

The values of the service have been set by the Responsible Individual (RI) and focus on choice and control. These values are embedded into practice and both staff and visiting professionals speak about the equity in the service, with people at the centre and staff working to help people achieve their goals and to do things that are meaningful and make positive contributions.

### 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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