



Inspection Report on

Fieldbay Ty Newydd Ltd

**Fieldbay Ty Newydd Ltd
Crown Road
Maesteg
CF34 0LN**

Date Inspection Completed

08/11/2022

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About Fieldbay Ty Newydd Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Fieldbay Ty Newydd Ltd
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	11/5/2021
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive person centred care and support at Ty Newydd. Nurses and care workers are compassionate and respectful and enjoy working at the home. The service has systems to ensure care and support is of a good standard. People benefit from individualised and current personal plans. People can choose to be involved in a range of activities. They are also very satisfied with the meals served at the home. There are measures in place to keep people safe and there is evidence care workers can meet people's physical and emotional needs

The environment is suitable for people's needs with adequate resources and facilities. People like having their own rooms and surrounding themselves with things that are important to them. Communal spaces are suitable with satellite kitchenettes to provide care workers with the means to prepare food for people when they need this, in addition to the home cooked food prepared in the main kitchen.

Staff feel supported and happy in their roles and receive training and supervision.. Policies and procedures are regularly reviewed and updated. The management team has good oversight and knowledge of what is happening in the home, and there is robust quality assurance process in place.

Well-being

Care documentation within the service is informative and up to date. Care plans are person centred, detailed and clear to follow. Care workers have a very good knowledge of people and are therefore able to notice any changes quickly and respond promptly. People remain as healthy as they can be due to timely referrals to healthcare professionals and effective administration of medication. Healthy and nutritious meals consider people's dietary needs. People living in the home and their relatives told us they were very happy with the care provided at Ty Newydd.

There are measures in place to keep people safe. Care workers are aware of their safeguarding responsibilities and are trained to keep people safe. Care workers are recruited in line with regulation and are subject to pre-employment checks to ensure their suitability for the role. Medication is securely stored and administered as prescribed. Policies and procedures promote safe practice.

There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by the manager. There are effective systems for monitoring and auditing standards of support and the environment. There is a statement of purpose, which is a document that sets out information about the service provided. It describes the home's vision, values and ethos.

People live in an environment that supports them to achieve their well-being. Ty Newydd is a purpose-built two 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. The home is close to local facilities and amenities. We saw people are relaxed and comfortable in their environment, and people told us they like living there. The home appeared clean and well-maintained.

Care and Support

An experienced team of care workers deliver care and support. Staff turnover at the service is low which provides good continuity of care. We observed positive interactions between care workers and people living at the service. We saw people being treated with warmth and kindness. People are supported to do the things that are important to them. An individual living in the home told us “*All the nurses are fantastic, and the carers are brilliant at their job*”. Relatives told us “*It has exceeded my expectations*”, “*She is very lucky to be where she is*” and “*He was like a different person after going there*”.

Personal plans set out people’s care, support needs, and highlight any risks to the person’s health and well-being. We examined a number of electronic personal plans and found they are outcome focused and person centred. This means the information recorded in them is dedicated to the care and support needs of the person. Risk assessments outline people’s vulnerabilities and provide information on how to keep people safe. Daily recordings are up-to-date and various tools such as food and fluid charts are used to monitor people’s overall health when necessary. There is a varied and regular programme of activities. Daily notes show that people living in the home are given the opportunity to join in meaningful activities both in groups or individually.

People are supported to remain as healthy as possible. We saw personal plans contained documented information that suggests people have good access to additional health and social care services. Medication is stored safely and administered in line with the prescriber’s recommendations. We examined medication administration record (MAR) charts and found them to be filled in correctly. Staff carry out the relevant storage temperature checks daily. Controlled medication is appropriately stored and recorded. Meals are freshly prepared and we found that meals are well presented and served efficiently. People told us that they enjoyed the meals and could always have something different if they wished. One person said, “*the cook makes the most amazing fish finger sandwich*”.

There are systems in place to protect people from harm or abuse. Risks to people’s health and safety is included in care plans and risk assessments and are regularly reviewed. There are appropriate policies in place to guide staff in all areas, including safeguarding and whistleblowing. All staff are up to date with their safeguarding training. Incidents, accidents, and potential safeguarding concerns are audited and referred to the relevant external organisation.

Environment

The service is set over two floors and can accommodate up to 16 people. People's rooms are decorated to their preference, furnished appropriately and contain items that are important to them. Bedrooms benefit from ensuite bathroom facilities. Communal areas within the home are clean and comfortable. The Food Standards Agency has awarded the kitchen a score of 5, this suggests very good standards of hygiene. This also supports good standards of cleanliness and hygiene within the home. There is a well-kept garden area where people can sit. It also includes the 'cabin' which has a pool table. We saw the laundry facilities, which are suitable to meet the needs of people living in the home. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised.

The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training are in place to protect people. Records confirmed fire alarm tests take place weekly. We saw that window restrictors are in place and harmful chemicals are securely stored.

Leadership and Management

The service has a clear vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers various formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Appropriately recruited, trained and supported staff care for people living in Ty Newydd. The human resources (HR) department confirm that the staff recruitment process meets all regulatory requirements. New care staff receive an induction in line with Social Care Wales's requirements. Nurses and care workers have regular supervision to reflect on their performance, identify support they might require, and discuss any issues. Staff receive training relevant to their roles and this includes infection control training. We saw that there are robust company policies and procedures for staff to follow. We looked at a selection of policies: admissions, whistleblowing, infection control, medication and safeguarding and found them to be up to date. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us *"I feel really well supported"*, *"I enjoy Fieldbay as a company, I have been able to progress through the company, they provide all the support I need"* and *"I love my job, You come here and make a difference to people's lives everyday"*.

People can be confident the service provider and management of the home monitor the quality of the service they receive. The service is provided in line with the objectives of the Statement of Purpose, which is regularly reviewed. We found people and families give positive feedback about the care provided. The RI visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced people's feedback and recommendations for improvements in the home. We looked at documentation that confirmed the RI conducts quarterly visits to the home to complete quality assurance monitoring.

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 03/01/2023