



# Inspection Report on

**Ffynnon Non**

**Llanelli**

## **Date Inspection Completed**

*27/02/2023*

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## About Ffynnon Non

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	4
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] This is the first inspection under RISCA
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People do things that are important to them, and their independence is encouraged and developed. Each person is encouraged to have a voice and be part of meetings where possible. Care records clearly describe how care workers are to meet people's individual needs. The home keeps each person safe by using robust infection control measures.

The management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) and regional manager regularly visit the home. Minor improvements are required in how the RI gathers feedback on the service to improve the quality of care. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

## Well-being

People are respected and have choice and control over their daily lives. A wide variety of communication methods ensure people are enabled to have their voice heard, and their wishes are important and are taken into account.

People are cared for by care workers who are equipped with knowledge and experience that enables them to be flexible in their approach to meet the needs of the individual.

People are valued, supported, and encouraged to achieve their potential through activities, social groups, club memberships etc. People contribute and are part of their local community.

People are safe because risk assessments protect them from harm, whilst promoting their independence.

Family and social relationships are maintained, care workers told us *“They tell us when they want to see family or family do, and then we make sure we support the person how ever needed to do this”*. The manager said, *“staff go above and beyond to make sure people get to visit friends and family”*.

## Care and Support

People receive care and support from care workers who have a good understanding of their individual needs and how best to support them. Care records are comprehensive and provide a good picture of the individual. The care plans and associated risk assessments are reviewed regularly. Care workers are mindful of escalations in people's behaviours and there are clear plans for them to follow to support the individual during these times. Health and social care professionals are actively involved with people, and this is well documented in their care records. Communication between all parties is important to ensure people remain safe and their personal outcomes are achieved.

Whilst some people living in the service are unable to fully express their opinions to us, people were seen smiling, laughing, and engaging with care workers. Some people told us how much they like living in the service, the support from staff, their daily lives and plans for the day. Activities are person centred and are coordinated and reviewed with the individuals, family members and community teams where necessary. Care workers speak warmly about caring for people and working in the service. Care workers told us *"It's lovely here no complaints, we work as a team and the support is good"*, *"It can be difficult some days, but it is worth it"* and *"everyone has the same goal here, to provide what they need to live their best life"*.

At the time of the inspection, no people living in the service communicate through the medium of Welsh. The Active Welsh Offer has been discussed with the managers and RI.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care workers told us they have enough time to support people appropriately. Care workers respond to requests from people in a timely manner and interactions are friendly, respectful, and unrushed.

All staff follow the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. Care workers are clear on these and their responsibilities around protecting people from infection and harm.

## Environment

The service provides an environment which supports people to achieve their personal outcomes. The layout of the environment enables people to use the facilities available to them safely.

The provider ensures the building is maintained and supports the people living there. Regular audits are undertaken to ensure the building and any equipment used are safe and appropriate for use.

The back garden has a lawned area that is very steep and not easily accessible. There is a patio area where people can sit and enjoy being outside when the weather permits. We noted that the patio area needed to be tidied and decluttered and we were told that they are waiting on a skip to come so that the patio can be tidied up of the rubbish that has been left there (old chair etc).

People are encouraged to decorate their room to their own taste and preferences. We saw rooms that reflected the individuals likes and preferences. There are different communal areas to ensure people have an environment where they can relax according to their individual needs.

Some work has taken place to repair damp in areas (unoccupied areas). This work will need to be redone as the cause has been identified through further investigation. There are repairs needed to the ceiling/roof and the external walls of the home to resolve the issue, then the works inside the home can be redone. This will be assessed at the next inspection. There are effective audit systems in place to ensure any issues are identified and addressed within appropriate timescales.

Infection control procedures are in place and care workers use all necessary personal protective equipment when providing personal care. People are safe from unauthorised visitors entering the building, as all visitors must ring the front doorbell before gaining entry and record their arrival in the visitor's book when entering.

## Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good oversight of the service by management and the RI. Quarterly RI reports focus on the safety and wellbeing of the people however, this needs improvement. We saw records of RI visits, but there is inconsistent evidence of the RI talking with people, families, or staff to gain their opinions/thoughts on the care delivered and their life in the home. Quality-of-care reports are completed six monthly and cover key points such as safeguarding, wellbeing etc. Improvement is required in the analysis of the information gathered and how improvements can be achieved, and by the RI in the oversight of people's opinions, wellbeing, choices, needs and involvement in the running of the home. We expect the service provider to take action to address this and we will follow this up at the next inspection.

The manager told us that the RI is in regular contact with the home and is supportive to both management and care staff. Regular audits monitor all aspects of people's care, including medication, infection control measures and record keeping. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to and are confident the provider would listen to them if they did.

Care workers undertake specific training relevant to the people they support, and staff meetings give care workers the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities.

Care workers receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. The manager is supported by a deputy manager with the day-to-day running of the home. Care workers feel valued and supported in their roles. We were told that the management team are approachable and always there to help or advise care staff when required. Communication between the team is good and care workers enjoy their jobs.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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