



# Inspection Report on

**Trenewydd Residential Care Home**

**Trenewydd Care Home  
Ger Y Tarrell  
Brecon  
LD3 8DE**

**Date Inspection Completed**

09/01/2024

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## About Treenwydd Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Shaw healthcare (Cambria) Limited
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016 since re registration of the service to reflect the change in provider name
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

Treenwydd Residential care home endeavours to support people as they wish. Promoting people's independence, choice and control are given priority. People speak positively about the care and support they receive. Interactions between people using the service and care workers are positive.

People's care and support needs are consistently met. Personal plans are in place and reflective of people's needs and preferences. Medication is received at the right time and there is good access to health services, when needed.

The environment of the home supports people's well-being and helps them to achieve their outcomes. The home is clean, warm, welcoming, with a calm and relaxed atmosphere. It is well maintained, and the required safety checks are routinely undertaken.

The service benefits from effective leadership and management. An experienced manager has responsibility for the day-to-day operation of the home. There are structured and comprehensive arrangements in place to continually monitor the quality of care, to ensure people are achieving their desired outcomes. The responsible individual (RI) has good oversight of the management of the service.

## Well-being

People have a voice because the provider consults with them and their representatives. Good consultation arrangements ensure people can express their views. People are involved in developing and reviewing their own care plans. There are regular resident meetings and surveys. People feel they are listened to, and that their views are considered. They find staff and management approachable and amenable.

People enjoy safe and healthy relationships. Interactions between staff and people are natural, warm, friendly, familiar and respectful. Care workers are familiar with the needs, likes and dislikes of those they care for. People and their representatives are complimentary of the care and support they receive.

People are encouraged to socialise together. We saw laughter and positive engagement with care workers. Positive relationships with care workers support people's emotional health. The service recognises the importance of activities for people's well-being. Activities are plentiful, of a good variety, and meet people's preferences and interests. A passionate, creative activities co-ordinator organises both group and individual activities. The service is keen to draw on outside agencies to increase local links with the area. One such example is year 6 pupils of a local primary school participating weekly as part of an ongoing Dementia Awareness project.

People's physical, mental, and emotional well-being is considered and supported. Care planning documentation is good, provides information of what is important to people and details the support they require. Care workers know people well and recognise changes which may indicate a decline in their health. There is collaboration with external agencies and professionals to promote people's physical and mental well-being. Additional specialist support and advice is sought in a timely manner.

People are protected from the risk of abuse and harm. Safeguarding and whistleblowing policies are in place. The management team oversees safe staff recruitment checks, training, and supervision needs of care workers. The environment is safe with arrangements in place to minimise risk to people's health and safety. It is clear people feel safe and happy at Trenewydd.

## Care and Support

People benefit from the support of friendly and respectful staff. We heard care workers speaking kindly and being attentive when needed. People appeared well cared for and told us that care and support is provided when needed, in a dignified and respectful manner. Good staffing levels ensure people do not wait for the support they need. Relatives told us that they are kept informed about their loved ones' wellbeing and were complementary of the care at Trenewydd.

People are included in the development of their personal plans to ensure their preferences are known. Personal plans are individualised, detailed, and outcome-focused. Risk assessments help to ensure people retain their independence as much as possible whilst protecting from potential harm. Care records clearly describe people's support arrangements. Care workers told us they have enough time to support people appropriately. We viewed appropriate and timely referrals to health professionals and partner agencies. There is a good relationship with the General Practitioner (GP) and District Nurses as both regularly visit the home.

People receive medication at the right time. There are systems in place for the management of medication. The home has an up-to-date medication policy. Medication is stored securely and can only be accessed by authorised, adequately trained care workers. Records show staff administer medication in line with the prescriber's directions and people receive medication when required to maintain their health and well-being. There are regular audits in place which indicates consistently good practice in the management of medication.

People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required.

People are cared for and supported by care workers who are committed to making a positive difference. Care workers told us they have a good knowledge and understanding of their roles and responsibilities, including safeguarding and infection control.

## Environment

Trenewydd residential care home is homely and welcoming. It is situated in a quiet, neighbourhood with good access to transport and local amenities. The layout of the property is spacious and supports people to achieve their personal outcomes and independence. The building is well maintained and there is an ongoing repairs and decoration program. There is adapted furniture and equipment available to meet the needs of people living at the home.

People have access to many communal spaces and access to an outside garden area. There are several lounges, including quiet areas for people to relax, and a spacious dining area with plenty of seating for communal eating if people choose. We saw people's photographs in communal areas of the home participating in activities and celebrating events. There is an outside area that is used during the warmer weather which incorporates a garden, patio area and allotment. A recent introduction to the home is the '*Stumble Inn*' pub area for people's enjoyment.

People have choice and control over their day-to-day lives, such as what they wanted to do and where to spend their time, in communal areas or in their own bedrooms. Bedrooms are personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. We saw people settled and at ease in their environment.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are kept securely and only available to authorised care workers.

People are protected from the risk of harm as there are safe systems in place to identify and manage health and safety risks. Maintenance records confirm the routine testing of utilities. The auditing and servicing of equipment is up to date and fire safety tests are completed.

The service takes measures to maintain the safety of the environment. There were no obvious trip hazards. Daily cleaning and laundry duties are being maintained. There are effective infection control arrangements in place which care workers follow. We saw that care workers had access to a sufficient supply of personal protective equipment (PPE) to manage infection control in the home. Substances hazardous to health are stored safely.

## Leadership and Management

People benefit from the leadership and management. There is a drive at management level to consistently improve and develop the service provided for the benefit of those who use it. The manager is involved in the day to day running of the home, who feels fully supported in their role by the RI and governance team. The manager has an open-door policy for staff, people living at the home and their families to speak with him. Relatives speak highly of the manager and care workers; they told us, they are kind, patient and respectful.

People are given information on what to expect from the service. The Service User Guide (SUG) is clear, accessible and outlines what people should expect from their care and support at Trenwydd. People using and working at the service know how to raise a complaint and feel confident that the manager will deal with issues promptly. Information about how to make a complaint is made available and presented clearly on display within the home.

The provider ensures staff are fit to work with vulnerable adults. There is robust recruitment procedure in place. Staff records hold all the required information and checks. Care workers receive ongoing mandatory and person specific training to meet the needs of people they care for. Comprehensive training is important to help staff understand the needs and conditions of people they support.

All staff receive regular supervision which is important to give them the opportunity to receive support and discuss their professional development. Care workers told us the manager and senior staff are supportive and approachable. Team meetings take place regularly to update staff of any issues within the home.

The service acts in an open and transparent way. The manager ensures there is learning from accidents and incidents and applies this in the review process to ensure people's needs continue to be met. Policies and procedures are in place to support good practice and staff have a sufficient understanding of what is expected of them.

There are good systems in place to evaluate the quality of service and identify improvements when needed. The RI completes regular visits to the home to assess quality and maintain oversight. The RI engages with people living and working at the home to measure their experience. A quality care report has been produced which evaluates the quality and effectiveness of the service and provides an action plan for further development, whilst celebrating its successes.

### 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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