



Inspection Report on

Ty Camlas

**6 Llys Tawel
Ystradgynlais
Swansea
SA9 1BL**

Date Inspection Completed

04/06/2024

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About Ty Camlas

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	24th of February 2024
Does this service promote Welsh language and culture?	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

Ty Camlas provides good quality care and support. People are understood and are treated with dignity and respect. People's voices are heard and they do the things that make them happy. People choose how they spend their time and are supported to maintain relationships that are important to them. People are safe and protected from abuse and neglect. People spend time in their community and feel like they belong.

Committed care staff are recruited safely, are well trained and are caring.

The environment is safe and secure. Investment in refurbishments has been made and further improvements are planned.

Good management arrangements and oversight of the service are in place. The Responsible Individual visits regularly and consults with people using the service to make improvements.

Well-being

People have information about the service and what opportunities are available to them in the wider community. People's individual circumstances are understood and considered and their voices are heard. Individuals living at Ty Camlas have control over their day to day lives and are treated with dignity and respect. They speak for themselves and enjoy making decisions, helping them to feel in control of their lives. People make choices about their home and how they spend their time, promoting a sense of involvement and independence. People we spoke to told us about trips out they had enjoyed.

People make choices about how they would like to spend their time and where they would like to go. People use facilities in their community and are supported to spend time with the people who are important to them. We were told by people using the service about going for daytrips and visiting family. A person using the service told us, *"I get to do the things that I like to do."*

People enjoy living in a homely and well-maintained environment. There has recently been significant renovation and redecoration works undertaken, helping to create a feeling of being valued.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who have been safely recruited, trained and supported, helping to maintain their wellbeing. We were told, *"They look after me good."*

People are supported to maintain the relationships that are important to them, with the service being proactive in planning visits to loved ones.

People are supported to maintain their overall health and emotional wellbeing. The staff team have good relationships with people and understand their physical and emotional needs, seeking support from other professionals when required. Robust medication management systems also ensure people's medical conditions are well managed to help support their health and wellbeing.

People regularly access the local community and are known and valued in the local area. People live in a home that supports them to achieve personal wellbeing outcomes. One person told us, *"It's nice, they do a good job of it."*

Care and Support

People are positive about the care and support they receive. People using the service are supported by caring staff who understand their needs and know them well. People's personal outcomes are understood and support is planned according to their wishes.

Detailed personal plans accurately reflect people's personal outcomes and care and support needs. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well. People using the service are involved in timely reviews of personal plans, including risk assessments. Personal plans recognise specialist needs, which inform individuals' care and support provision. We saw care staff understand individuals' needs and use effective strategies to support their wellbeing.

People are supported to maintain their overall health and well-being. The service provider accesses other health and social care professionals when required, to ensure people receive prompt medical treatment or assessments. Advice from other professionals is included within care plans. Comprehensive daily recordings are kept to effectively monitor people's health and wellbeing.

The service provider has safe systems for medicines management. Medication records are fully completed, storage arrangements are safe, and the overall administration of medication is effective and in line with national guidance.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Robust risk assessments are in place to identify and minimise individual risks.

Environment

People appear to be relaxed and at home in Ty Camlas. People are comfortable using the communal areas of the home which have recently been redecorated, in consultation with people using the service. People living at Ty Camlas have the use of a large lounge, dining room and can freely use the kitchen with support from care staff. Outside there is a paved yard area where people enjoy having barbecues and using the smoking area.

There has recently been significant renewal and redecoration work undertaken at Ty Camlas. Further refurbishment work has been planned for the coming year. There is also an ongoing programme of maintenance.

People are supported in a safe environment. The service provider ensures risks to people's health and safety are identified and mitigated. Individuals have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills are undertaken regularly, and regular maintenance checks are undertaken to confirm the environment and equipment is safe.

People's bedrooms are personal private spaces which they didn't wish to share with us. Staff are respectful of people's personal spaces and support people to keep their rooms clean and tidy, with appropriate consent.

The kitchen has been awarded a score of four by the Food Standards Agency. This suggests standards of cleanliness and hygiene within the kitchen are good.

Leadership and Management

The Responsible Individual (RI) was described by staff as being approachable and helpful. There are systems and processes in place for effective governance and oversight of the service with the RI visiting the service regularly. The RI completes audits and produces action plans, to ensure continuous improvement of the service.

The manager knows the people who use the service well and they are comfortable and confident in her company. Staff have confidence in the manager and feel well supported, one said *“I see her to be open minded and a listening ear.”* Staff also told us the manager has been active in effecting change in the service, *“She’s had a lot to sort out. I think she’ll get it done.”*

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Staff are registered with Social Care Wales, and staffing levels are appropriate to the needs of people using the service. The service has experienced staffing challenges, though effective teamwork ensured continuity for people receiving a service. Recent recruitment has been successful with new staff due to start shortly. Staff complete comprehensive mandatory training and additional training which is service specific. Staff have a positive attitude to training and training compliance is high. Staff told us they receive regular supervision and are positive about the support received during supervision.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People living at Ty Camlas have access to information giving them a clear understanding of how the service is provided and the records kept.

Staff enjoy working at the service and value the people they support. One staff member said, *“The quality of care is good.”* Another member of staff said, *“The staff work like a team, like a family.”*

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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