



# Inspection Report on

**Ty Brynteg**

**Porth**

## **Date Inspection Completed**

05/11/2024

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## About Ty Brynteg

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ocean Community Services Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">03 May 2023</a>
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

People receive an excellent standard of care and support from a service dedicated to providing care and accommodation to people who have a mental health diagnosis and/or a learning disability.

The care and support provided is person centred. Personal plans contain a high level of information, setting out people's care and support needs as well as their goals, likes, dislikes and preferences. Risk assessments are clear and concise detailing thresholds for interventions, allowing people to experience positive risk taking. Personal plans are routinely reviewed and updated when necessary. The service encourages people to be as independent as they can be, with systems in place to gauge participation and progress in activities and daily living skills. A multi-disciplinary team approach is adopted to support people with complex needs.

There are high quality governance and quality assurance measures helping the service to operate effectively and drive improvement. The Responsible Individual (RI) has good oversight of service provision and regularly meets with people and staff to gather their views. The manager is well respected by the staff team and wider organisation. Care staff say they enjoy working for the service and feel supported and valued. Care staff are trained to meet the needs of the people they support, and continuous learning and development is promoted.

The home is suited to people's needs, providing a relaxed environment where people can feel at ease. The home is maintained to a good standard with a rolling programme of maintenance and repair ensuring the environment is safe.

## Well-being

People have a voice and are treated with dignity and respect. People we spoke with say they have good relationships with care staff. One person said, *“The staff are very nice to me. They do a great job”*. Another person we spoke to commented, *“The staff are lovely. I get on with all of them, they treat me really well”*. Throughout our inspection we observed positive interactions between care staff and people. People are regularly consulted on the service they receive so their views can help to shape improvements. People are involved in the development of their personal plans so their preferences can be captured. Resident meetings are held regularly giving people the opportunity to express their opinions.

The service supports people to stay as healthy as possible and to get the right help at the right time. Care staff follow guidance from health care professionals to help manage people’s health needs. There is an abundance of evidence of ongoing work with professionals with specialist plans in place detailing the most effective ways of supporting people. Care staff receive training relevant to the needs of the people they support. medication management systems are robust and ensure people receive their medication as prescribed.

People feel safe and are protected from abuse and neglect. Risk assessments and management plans help to keep people safe. The service operates a safe recruitment process ensuring care staff are suitable to work with vulnerable people. Care staff receive safeguarding training and understand the process for reporting concerns. There are policies and procedures in place underpinning safe practice, these are kept under review and updated when necessary. Deprivation of Liberty Safeguard (DoLS) applications are made where people lack mental capacity to make decisions about their care and accommodation, which ensures their rights are upheld.

People live in a home which supports their well-being. People can personalise their rooms to their preference. Communal areas have suitable furnishings and décor, they are easily accessible providing a space people can enjoy. Good standards of cleanliness and hygiene are maintained. We saw people are very relaxed and comfortable in their environment. People told us they like living there. The home is well-presented and maintained to a good standard.

## Care and Support

Before people move into the service, detailed assessments are completed to ensure their needs can be met. Following this people's personal plans are devised. These plans are completed to a high standard in conjunction with people, to capture their views on the care and support they receive. As well as emphasizing the practical care and support people require, personal plans also set out people's goals, highlighting what they want to achieve and the best ways to support them. Risks to people's health and safety are assessed and effectively managed, allowing people to experience positive risk taking. Specialist plans are in place to guide staff in supporting people with complex needs. For example, positive behaviour support (PBS) plans are in place for people who display behaviours that challenge. These plans are devised to help care staff understand people's behaviours and ensure they are managed in a pro-active way. Personal plans are regularly reviewed and updated when needed to ensure they remain relevant.

People living at the service have access to a multi-disciplinary team (MDT) of professionals providing guidance and support to help manage their complex needs. We saw evidence of monthly MDT meetings where they consider people's progress and decide if any changes to people's packages of care are required. The service has a clinical director who supports the manager in advocating for people at MDT meetings. This helps to ensure the MDT is kept informed of any changing circumstances and people experience positive outcomes.

People are supported with their health needs. Information about people's specific health needs is captured in their personal plans. Care staff have a good understanding of people's health needs, they can recognise changes in people's presentation and report to the relevant professional for support or advice. Medication is stored and administered safely. Care staff receive medication training and there is a policy aligned with best practice guidance. We saw people have good access to health care professionals when needed with all appointments and health correspondence saved on file. Where people lack the mental capacity to make decisions about their health and well-being, capacity assessments are completed, and best interests' decisions are made.

People are supported to make decisions about how they spend their time and have access to a wide range of activities they enjoy. We saw people have individualised activity plans which include activities based in the home and in the community. On the day of our inspection, we saw people being supported to access the community to participate in activities of their choice. As well as leisure pursuits people also engage in domestic tasks. The service follows the 'Active Support' model to help engage people in activities. This approach ensures people of all abilities are appropriately supported in a range of activities. Participation in each activity is closely monitored to show progress or deterioration so support can be increased or reduced.

## Environment

People live in an environment suited to their needs. The home is spacious, safe, comfortable and clean. People are safe from unauthorised access. All staff and visitors sign in on arrival and sign out on departure. Confidential information such as care documentation is securely stored and only accessible to authorised personnel. There are a number of communal areas people can access where they can engage with others and participate in activities. Communal areas are suitably furnished and decorated. As well as communal areas within the home there is a large garden with seating available. People can access this space when they choose, to relax or participate in activities. There are communal toilet and bathroom facilities which are clean and well-maintained. People's rooms are a good size and are personalised to reflect the occupant's personal tastes. People have access to kitchen facilities and have designated space to store their food. People are supported to prepare their food by care staff who receive food hygiene training. Care staff follow a cleaning schedule to ensure good standards of cleanliness and hygiene are maintained.

The home is maintained to a good standard. The manager completes monthly health and safety audits to ensure any issues are identified and actioned. We completed a visual inspection of the home and did not identify any hazards. Up to date safety certification is in place for utilities and fire safety features. Routine checks are completed by staff to ensure safety systems are in good working order. There is an up-to-date fire risk assessment and all people living at the service has a personal emergency evacuation plan (PEEP) detailing the best ways of supporting people in the event of an emergency.

## Leadership and Management

The service has very strong governance and quality assurance arrangements in place. They help monitor, review and improve the quality of care and support provided. People are regularly consulted regarding the service they receive via satisfaction surveys where they are encouraged to express their views. We saw the results of the latest satisfaction surveys which were overall very positive. The manager oversees the day to day running of the service and is supported by an area manager. We saw the manager and area manager complete routine audits to help identify and action any issues as they arise. The RI has good oversight of service provision and maintains this by visiting the service regularly. During these visits the RI meets with people and staff to gather feedback which helps to inform improvements. On a six-monthly basis a quality-of-care review is completed to assess the services performance. We looked at the latest quality of care reports and found they provide a clear overview of the services strengths and areas where it can improve, along with detailed analysis of things such as complaints, safeguarding matters, staff training and audits.

Care staff are recruited safely and trained to meet the needs of the people they support. We saw the service completes all the required pre-employment checks before employing a new member of staff. These checks include employment history checks, Disclosure and Barring Service (DBS) checks and references from previous employers. The service provides a structured induction to all new staff when they commence employment. This involves the completion of core training and shadowing experienced members of the team. On-going training and development opportunities are provided in the form of core and specialist training. Care staff are also encouraged to complete recognised qualifications in health and social care. We examined the services training records and found all staff are up to date with their training requirements. We also saw all staff are registered with Social Care Wales (SCW), the workforce regulator. Registration with SCW is required by law to ensure care staff have the skills and qualifications necessary for working in the care sector.

Care staff hold the manager in high regard saying they are “*brilliant*”, “*approachable*” and “*supportive*”. We saw care staff receive regular supervision sessions where they discuss work related matters with the manager. Care staff said these sessions are also used to consider things such as company policies and procedures. Care staff also receive annual appraisals where they reflect on their performance and set development goals. In addition to this required formal support, care staff have access to an employee assist programme where they can access advice and support if they are facing difficulties with their mental, physical, or financial well-being.

### 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.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A



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