



Inspection Report on

Clydach Court

**Brithweunydd Road
Tonypandy
CF40 2UD**

Date Inspection Completed

30/09/2024

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About Clydach Court

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rhondda Cynon Taff County Borough Council Adults and Children's Services
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	25 April 2024
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

An unannounced focused inspection took place to consider a Priority Action Notice issued at the last inspection. This relates to the theme of the care and support as the service did not always ensure care and support was provided in a way which protects, promotes and maintains the safety and well-being of individuals. We did not consider the themes of environment nor leadership and management at this inspection. We found improvements have been made to the way care and support is provided. However, we found new issues relating to care and support documentation not always being accurate and up to date. More generally, we saw people are cared for in a kind and patient way.

Well-being

As this is a focused inspection, we have not explored this theme in full. We have considered those areas raised as a Priority Action Notice at the previous inspection.

People are treated with dignity and respect at Clydach Court in an environment that supports their well-being. People appear well cared for, at ease in their environment, and appropriately dressed. People can choose to take part in activities during the day, with the lunchtime experience being pleasant and comfortable. There are sufficient staff to provide support, with care provided at people's own pace. Personal plans are detailed and consider needs, preferences, and how best to support them. The service takes measures to support people to stay healthy by referring to the appropriate health and social care professionals where issues are identified. Improvements are needed around ensuring care and support documentation is accurate and up to date, to ensure care staff have correct information about each person.

Care and Support

As this is a focused inspection, we have not explored this theme in full. We have considered those areas raised as a Priority Action Notice at the previous inspection.

Improvements have been made to the way care and support is provided, however we found issues around care documentation not always being accurate and up to date. People's care documentation and monitoring charts show care and support is delivered in accordance with their personal plans. Personal plans are detailed and person-centred. People are comfortable in their home environment. Interactions from care staff are kind, patient and respectful. The service works closely with several different health professionals on an ongoing basis to ensure people get the right support. Care and support documentation is not always accurate and up to date. Risk assessments are not always updated where the risk has decreased. Personal plans are updated but reasons for this are not always clear nor reflected in reviews. Documentation is not always completed in a consistent manner by all staff. This means care staff do not always have the most up to date information available to direct how to provide care and support. We advised this is an area for improvement and expect the service provider to take timely action to address this.

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
21	The service does not always ensure care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals.	Achieved

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
59	Care and support documentation relating to people is not accurate and up-to-date. The service needs to ensure all documentation accurately describes and reflects people and is kept up-to-date.	New
15	Not all personal plans detail personal outcomes. Not all personal plans evidence how people or their representatives are involved in preparing the plans.	Reviewed
36	Core training has not been provided to all staff. Staff do not always receive appropriate supervision.	Reviewed
57	The service has not ensured that risks to the health and safety of individuals are identified and reduced so far as is reasonably practicable.	Reviewed

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