Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

Ty Iscoed

Ty Iscoed Home For The Elderly
Woodland Drive Newbridge
Newport
NP11 5FQ

Date Inspection Completed

16/07/2024

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About Ty Iscoed

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caerphilly County Borough Council Adults and Children's Services
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	24 March 2022
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

People are happy living at Ty Iscoed. People are treated with dignity and respect in a friendly and compassionate way. The manager and the staff team know people well, which supports familiar, relaxed interactions. The environment is homely and designed to stimulate and assist people living with dementia or other memory difficulties to orientate more easily.

Personal plans clearly inform the care team of how best to support people in line with their preferences and identified needs. Plans are kept under review and amended as required to ensure they are up to date with any changes. Care records evidence that people are supported as planned.

The service benefits from good staff retention, a number of staff have worked at the home for many years. Staff feel very well supported by the management team, but formal one to one supervisions are not completed as frequently as required. The responsible individual (RI) visits the service frequently and their reports evidence an effective oversight of the service.

Well-being

People make choices about their day-to-day lives as far as possible. People are involved in decisions about the home, such as décor of communal areas, events, and activities. The accommodation is designed to help people achieve positive outcomes. The home is clean, comfortable, and bedrooms reflect individuality. People are provided with a guide to the service before they move into Ty Iscoed. This guide provides people with important information about the service which is relevant to them. The complaints procedure is clearly explained.

People enjoy living at the home, one person said, "*The staff are all as good as gold here, they are very kind and look after me. I choose when I go to bed and when I get up in the mornings. The food is good, and there is always someone around to help me when I need it."* Another person told us "*I like to have a chat with staff and enjoy listening to music. They are all very kind and my family come and visit me when it suits them."*

Care staff promote people's physical and mental health. Appointments are arranged with health professionals promptly when needed. Advice and guidance from visiting professionals is acted on and evidenced in people's plans. A range of stimulating activities are arranged for those who choose to get involved. People are encouraged to make suggestions for activities or trips they would like. A hairdresser visits the home every week. Monthly events and quarterly newsletters are produced to keep people informed of what is going on and what is coming up.

Staff protect people from the risk of harm. Staff know what to look out for and how to report any concerns. The management team work openly with other agencies to ensure people are kept safe and free from harm. Care staff are trained in the safeguarding of adults at risk and the service has policies and procedures which are aligned to current guidance and best practice.

Care and Support

The manager considers a range of information about new residents before they come to live at the home. This ensures the service can meet people's needs and preferences. Care staff know the people living at the home well and treat them with compassion, dignity, and respect. We observed call bells being responded to promptly and sympathetically. People told us care staff are always quick to help with anything they need. Good consultation arrangements ensure people can express their views. People have choices about the activities they engage in, menu options, and with their daily routines.

Personal plans contain important information on the social history of people, which allows staff to discuss interests from each person's past. People's care preferences and needs are recorded clearly in their personal plans. The plans evidence best practice by focussing on what the person can do for themselves in each identified area before informing care staff how best to support them. Plans are reviewed regularly to ensure they reflect any changes as they occur.

Care records are completed to evidence people are being supported as described in their personal plans. Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP) who visits the home every week to review residents who require it. The home has a positive relationship with the GP. All appointment records and outcomes for review are recorded in the care notes. People are encouraged to maintain a healthy weight as part of a healthy lifestyle. Effective handovers of information take place between each shift, to ensure all staff are well informed and up to date with changes.

Systems are in place for the safe management of medication. Care staff support people with their medication, which helps to maintain their health. Medication records are completed accurately, but some other information, like storage temperatures is not always recorded. The manager assured us this would be addressed. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The environment supports people to maintain their wellbeing and achieve their desired outcomes. The environment reflects best practice guidance for people living memory difficulties, including dementia. Contrasting vibrant colours and artwork on the walls help people to orientate. Large murals on outbuildings give a pleasant point of interest for people to look out onto.

The layout of the home, together with the provision of aids and adaptions, helps promote independence. The home is kept clean, light, and well maintained. Communal areas are arranged to promote people socialising in small groups of their choice. People's bedrooms are personalised to their own taste, people have family pictures, posters, and ornaments in their rooms. Outside each room are pictures of interest to the person, such as sporting memorabilia, and reminder of days gone by.

The home is well equipped and spacious. Furniture and fittings are all in good condition. All communal bathrooms in the home have recently been renewed to a good standard. The hair dressing salon has been refurbished and the home has had new double-glazing windows fitted throughout. A redecoration programme is being followed for bedrooms, with ten recently being completed. People choose the décor they would like for their own room. Potential environmental risks are assessed, and measures put in place to manage the identified risks. Regular audits are carried out on the environment to ensure safe standards are maintained.

The front door is kept locked, and our identity was checked on entry. Care staff follow procedures to ensure safety is maintained. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency. The home has a rating of five from the food standards agency which means food hygiene standards are very good.

Leadership and Management

People benefit from effective leadership and management at the home. The manager oversees the day-to-day running of the home. There is a clear structure of responsibility. The management team know the people living at the home well and are supportive of care staff. Robust governance arrangements are in place The RI visits the home frequently and has good oversight of the service provided. Quality of care reports are detailed, reflective, and informative. These reports are completed twice yearly and celebrate positive achievements, as well as clearly planning for agreed improvements to be made. The service is provided as described in the statement of purpose.

Sufficient staffing levels are in place to meet the care needs of people living at the service. People are supported by care staff who are caring, knowledgeable and competent. Staff told us they enjoy their jobs, feel valued, and well supported by the management team. One care worker told us "*I love it here*. *We all work really well as a team, and the manager's door is always open. We can go to her about anything."* Another care worker said, "*We really are all like one big family here, the residents are very well looked after."*

Communication is good within the staff team and with other agencies. We saw care staff following the principles of person-centred care by placing people at the forefront of their care. Care staff told us they have enough time to support people and are not rushed. Care staff respond to requests from people in a timely manner and interactions are friendly, encouraging, and respectful.

Care staff receive one-to-one supervision which provide staff with the opportunity to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance. However, supervisions are not completed as frequently as required. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Care staff are safely recruited. The staff files are well organised, and contain the required information, including Disclosure and Barring Service checks and professional registration with Social Care Wales, the workforce regulator.

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

N/A	No non-compliance of this type was identified at this inspection	N/A
36	Training matrix not kept up to date little evidence that mandatory and specialist training for staff is up to date.	Not Achieved

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