



Inspection Report on

Ty Enfys Care Home

**TY ENFYS
MARLE CLOSE
CARDIFF
CF23 7EP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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30/12/2019

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Description of the service

Ty Enfys Care Home is located in a suburb of Cardiff and has good links to local amenities. Ty Enfys provides personal care, nursing care and dementia care and accommodation for up to 101 people over the age of 18 years.

The home is owned and operated by Hallmark Care Homes (Pentwyn) Ltd who have nominated a responsible individual (RI) Ram Krishan Goyal who has overall responsibility of the service. Ty Enfys has a suitable manager in post who is registered with Social Care Wales (SCW) and manages the day to day running of the service.

Summary of our findings

1. Overall assessment

People are satisfied with the care they receive, but some improvements are required in regard to how care is delivered at times. Staff are happy within their roles and are recruited safely and trained appropriately.

People are cared for in a warm and welcoming environment, which is well-maintained and in the process of being refurbished. Management within the home is effective and committed to continually improving the service they provide.

2. Improvements

This was the first inspection since the home re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service. These include the following:

- Waiting times for care.
- Staffing levels.
- Task centred care.
- Environment.

1. Well-being

Our findings

People are treated with dignity and respect. We saw staffing levels were in line with those set out in statement of purpose, but we recommended monitoring these figures following feedback that some people had to wait for care. We witnessed staff providing care with dignity and respect whilst showing care and compassion. People we spoke with including residents, family members and visiting professionals, all spoke positively about the care at Ty Enfys.

We viewed a selection of care files and saw that they were thorough, robust and had been regularly reviewed and updated. We saw clear evidence of external referrals being made to professionals and guidance being fed into care plans and followed.

We viewed the medication storage and administration and found these to be safe and robust with Medication Administration Record (MAR) charts being completed correctly. We conclude that people physical and emotional needs are met appropriately.

People can generally be confident that their voice is heard, but some improvements in this area are required.

We saw evidence that people were treated as individuals by staff who had a clear understanding of their needs, but one person told us they were encouraged to use a wheelchair rather than their preference of walking with a Zimmer frame. We viewed care documentation which was person centred and clearly highlighted personal preferences, likes and dislikes of the person being cared for. We viewed food menus within the home and saw that there was always choice available, and people were free to eat their meals communally or privately. We saw that all dietary requirements were catered for with kitchen staff having a clear understanding of modified diets.

We saw that routines within the home were individual, with some people received full support while others were supported to be independent with tasks, however we observed some task centred practice where people were lined up to wash their hands and face before leaving the dining room.

People were supported to engage in social activities appropriate to their choices and abilities, and people who were identified as being at risk of isolation were supported appropriately.

People were cared for in single rooms which benefited from en-suite facilities and were encouraged to personalise their rooms to make them as comfortable and homely as possible.

We conclude that improvements are required to ensure that people are supported to have control over their lives at all times.

People can be assured that they are safe.

We saw that Ty Enfys was a secure building that allowed authorised access only. People were cared for in a suitable environment that was free from hazards and had equipment to maintain safety and independence.

We saw that all staff had undertaken safeguarding of adults training and a safeguarding policy was in place. We saw evidence of the home making safeguarding referrals when appropriate and auditing these referrals regularly. The home had appropriate policies and procedures in place to ensure the smooth running of the home, and the RI had good oversight of the service with appropriate auditing taking place as required.

We conclude that people are protected from abuse and neglect.

2. Care and Support

Our findings

People can be assured that they get the care they require, but improvements need to be made to the timeliness for the people receiving care.

We examined the care files of eight people using the service and found them to be thorough, robust and reflective of the person receiving care. We saw personal plans were reviewed regularly and updated when required. We saw that referrals were made to external agencies and any guidance or recommendations was reflected in the personal plan and followed appropriately.

We found staffing levels at the home were in line with those set out in the statement of purpose, but we recommended that staffing levels are monitored as we were told by three residents that they often had to wait for care to be provided, and one visiting relative told us *"there is just not enough staff here"*. We viewed practices within the home and saw staff providing care with dignity and respect with clear knowledge of the needs of the people they cared for. People we spoke with spoke positively about the staff and one person said *"the staff will do anything humanly possible for you, I'm very well looked after here"*.

We examined medication processes within the home and found them to be safe and robust. People's medication was stored in a locked trolley inside a locked treatment room, with controlled drugs being stored separately and securely. We audited a selection of controlled drugs and found the quantity to match the recorded figure in the book. Ty Enfys used a digital Medication Administration Record (MAR) charts to record when medication was administered. We were told by the deputy manager that the system was *"very good and reduced medication errors"*. We viewed a selection of MAR charts and found them to be completed correctly; all MAR charts contained a picture of the person receiving the medication, contained no gaps; the effects of as required (PRN) medication was fully recorded.

We conclude that people's well-being is promoted by the care they receive.

People can be generally confident that their individual circumstances are considered, but improvements are required in this area.

We saw that all people had their own personal routines and chose when to get up in the morning, when to go to bed at night and how they spent time in between. All care documentation examined was person centred and individual to the person being cared for and clearly documented the likes and dislikes of people. However, one person we spoke with told us *"I can use my Zimmer for short distances, but I'm encouraged to use the wheelchairs as it's quicker"*. We viewed the care documentation of this person which indicated that they could use a Zimmer and should be encouraged to do so. We discussed this with the RI and senior management on the day of inspection and were assured that this practice is not encouraged and will be addressed as soon as possible.

Staff we spoke with had a good understanding of the needs of the people they cared for and were committed to promoting independence. We observed lunch time within the home and saw staff providing support to people in accordance to their needs. Some people we were fully supported to eat their meals while others were given verbal guidance and reassurance. We saw that people were offered a choice in regard to what they ate and drank, and we saw that further choice was offered when someone didn't want any of the menu choices. We also observed practices at the end of breakfast on our second visit and saw that before people left the dining room they had their hands and face wiped with a wet

wipe whether this was required or not. At one point there were four people in wheelchairs lined up waiting to be wiped before they left the dining room. We discussed this with the RI and senior management and were assured that this practice is not encouraged and would be addressed immediately. We conclude that people are encouraged to have autonomy over their own lives, but some further improvements are required.

People can be assured that their social and recreational needs are met.

Ty Enfys employed 6 lifestyle staff who were responsible for meeting the social, recreational and spiritual needs of people using the service. We spoke with the lifestyle manager at length during inspection and were told and shown evidence of activities taking place within the home, community and further afield. Ty Enfys used a tool to measure the risk of isolation of each resident and provided appropriate support dependant on the risk. We were told that Ty Enfys has links with three schools, one of which is welsh speaking and also hosts a toddler and baby singing group within the home. We were told that there is three church services of different faiths held within the home every week, which included a service in Welsh. During inspection we saw posters advertising activities such as bingo and quizzes up and also coming events such as singers and carol services. We saw people playing games within the lounges, a singer and a discussion group taking place on the days of our visits. We saw pictures of residents with animals that had been brought into the home and pictures of external trips. People we spoke with were complimentary about the activities within the home and one person said "*there is always something going on here, and if you want to go you can and if not that's ok too*".

We conclude that people are encouraged to do things that matter to them.

3. Environment

Our findings

People can be assured that they live in an environment that meets their needs.

Ty Enfys is a purpose built facility that is set over three floors and broken up into three units, ground floor, first floor and second floor which all benefited from spacious communal areas including a large lounge, smaller lounge a spacious dining room on each floor. In addition there was a cinema, hair salon, bar, library, activities rooms and a sensory room, as well as other communal space including spacious and safe outdoor space. We found the environment to be warm, welcoming, homely and decorated to a high standard, but noted that some areas would benefit from redecoration, which was already underway within the home.

People had access to ample bathrooms and toilets within the home, which had recently been refurbished to a high standard. We saw that the bathrooms and toilets were clean and contained appropriate equipment to maintain safety and independence.

People were cared for in single en-suite rooms and were encouraged to make the rooms as personal as possible. We viewed a number of rooms during inspection and saw that they were clean, warm and personal to the person occupying the room.

We conclude that people live in a home that promotes their well-being.

People live in a safe environment.

Ty Enfys had a manned reception during office hours and main door was locked after these hours, so visitors had to ring a bell to access the building. All visitors were required to sign in before accessing the building. On arrival we were asked to sign the visitor's book and our identification was checked.

We saw the home had handrails in situ and appropriate flooring for use of wheelchairs and walking aids; we noted that some carpets were worn but were assured that these were being replaced as part of the ongoing refurbishment. The environment was extremely neat and tidy with no clutter around the home that could cause a hazard to people using the service. All windows had appropriate restrictors in place and all harmful chemicals were locked away safely and securely.

We saw that all residents had a Personal Emergency Evacuation Plan (PEEP) in place, which is a plan on how people should be evacuated in the event of an emergency or a fire. Staff were trained in fire safety and the service had regular fire drills and alarm testing. We viewed the maintenance records and saw that all safety checks had been completed and gas and electricity safety testing was up to date and all serviceable equipment had been serviced appropriately. We saw that all residents had access to equipment needed to maintain their safety and independence at all times.

We conclude that people's safety is maintained within the environment.

4. Leadership and Management

Our findings

People benefit from the leadership and management arrangements in place?

Ty Enfys had a manager who is registered with Social Care Wales and an RI who had good oversight of the service. We spoke to the RI at length during inspection and were satisfied that they understood their legal requirements in regard to the role of RI. We saw evidence that quarterly RI visits were being completed and we saw that appropriate quality assurance monitoring of the service was taken place and had been formulated into reports.

We viewed a selection of policies and procedures within the home and found them thorough and robust, and available to all staff working within the service. Ty Enfys had had a clear complaints policy in place and were recording and responding to complaints appropriately and documenting the outcome. These complaints were monitored as part of the auditing process.

We saw evidence that Deprivation of Liberty Safeguards (DOLS) applications, safeguarding referrals and regulation notices were submitted appropriately which indicates that the home understood and was fulfilling its legal requirements.

We conclude that leadership and management is effective.

People can be assured they are supported by people who are safely recruited.

We examined a selection of staff personnel files and found them to contain all required information including identification and a full employment history. We saw that pre-employment checks including references and Disclosure and Barring Service (DBS) certificates were applied for before employment was offered. These checks are important as they determine the suitability of a person to work with vulnerable people. We saw there was a system in place to ensure that DBS certificates were renewed every three years.

We examined the staff training statistics and saw that the majority of staff were appropriately trained. Any minor gaps with training we were assured that staff were booked on up and coming courses or were absent from work. Staff we spoke with told us they get regular training and one person said *"our online training is checked regularly and if it's not completed, we are prompted to complete it. We are able to complete training whilst on shift if we can, or get paid to do it in our own time"*.

We saw supervision records that evidenced that staff were supervised appropriately at all times. Supervisions sessions are important as they give employees and employers opportunity to discuss any practice issues in a formal setting where conversations are recorded. We were told by staff that they were well supported by the manager and could approach them with any issue whether it be work or personal. One person we spoke with told us *"I had very serious personal issues recently and was told no matter how long I had off work, my job would always here for me"*.

We conclude that staff are well trained and supported.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first inspection since the home re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.

5.2 Recommendations for improvement

- Staffing levels to be monitored in accordance with people's needs.
- Care to be provided in a person centred way.
- Wait times for care to be reduced.
- Refurbishment of home to continue as planned.

6. How we undertook this inspection

This was a full inspection completed as part of our annual inspection programme. This inspection was the first post RISCA registration inspection. We visited the service unannounced on 23 December 2019 arriving at 10:00am and leaving at 3:30pm, we returned unannounced on 30 December 2019 arriving at 09:00am and leaving at 4:30pm.

The following regulations were considered as part of the inspection:

- The Regulated Services (service providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- A tour of the building.
- Discussion with RI.
- Discussion with lifestyle manager.
- Observations of practices within the home.
- Observations of medication administration processes.
- Viewing a selection of policies and procedures.
- Discussion with visiting family members.
- Discussion with eight residents.
- Discussion with six staff members.
- Viewing of eight resident files.
- Viewing of ten staff personnel files.
- Viewing of the staff's training statistics.
- Viewing of the maintenance file.
- We used the Short Observational Framework for Inspection (SOFI). The SOFI tool enables inspectors to observe and record care to help us understand the experience of people who cannot communicate with us.

Further information about what we do can be found on our website:
www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Hallmark Care Homes (Pentwyn) Limited
Responsible Individual	Ram Krishan Goyal
Registered maximum number of places	101
Date of previous Care Inspectorate Wales inspection	This was the first inspection since the home re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.
Dates of this Inspection visit(s)	23/12/2019 and 30/12/2019
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	Yes
Additional Information:	

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