



Inspection Report on

Pen Y Fai House

Date Inspection Completed

13 July 2021

13/07/2021

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About Pen Y Fai House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	1
Language of the service	English
Previous Care Inspectorate Wales inspection	12/12/2018
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the service they receive, and have positive working relationships with the care staff who support them. Care documentation is thorough, robust and evidences that people get support in a timely manner. Care staff understand the needs of the people they care for and receive appropriate training to undertake their roles.

Medication practices within the service are safe, robust and promote person centred care. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. People are cared for in a safe environment which due to have an extensive update.

Leadership and management at Pen y Fai House is stable and effective and there are robust policies and procedures in place for the running of the service. There are quality assurance processes in place to ensure a good service is provided at all times and the Responsible Individual (RI) completes regular visits to the service. Staff recruitment is safe, robust, and staff receive appropriate support and supervision.

Well-being

People's physical, mental and emotional well-being is promoted by the service provided at Pen y Fai. People are supported in a person centred way. Personal plans identify people's outcomes and provide care workers with guidance on how best to support them. Records confirm that care workers support people in line with these plans. The service assesses risks and there is good written guidance for care workers to follow. The recently updated statement of purpose and service users guide are available to individuals or their representatives. Individuals can access independent advocacy services. Activities take place but are flexible dependent on people's wishes on any given day.

Staff provide care with warmth and kindness and have a clear understanding of the support needs of the people they care for. Staff are trained and competent in the administration of medication in line with the prescriber's recommendations. People have access to a range of health and social care professionals.

People are safe and protected from harm. The entrance and exits to the home are secure and no hazards were identified through the visit. The home is clean throughout and staff practice good infection control as required. Staff are confident in their use of personal protective equipment (PPE) and the home has a sufficient supply of PPE equipment in place. Staff understand their safeguarding responsibilities and feel confident in raising concerns with management. The environment is safe, free from hazards and well maintained. Safety checks are completed when required and there is a fire risk assessment in place. Alarm testing and fire drills take place regularly and people have personal evacuation plans in place.

People live in suitable accommodation, which supports and encourages their well-being. Their rooms contain personalised items of their choice, are suitably furnished, have facilities, which encourages their independence. There are plans in place for extensive refurbishment work and relevant health and safety checks are completed.

Care and Support

People benefit from a good standard of care and support. A person centred approach to care planning ensures people are central to the care and support they receive. Personal plans are developed in conjunction with the person and the wider multi-disciplinary team of supports including health professionals, behavioural specialists and the person's representatives. Personal plans highlight people's outcomes and provide care workers with clear instructions regarding care delivery. Robust risk assessments and management plans identify people's vulnerabilities and give care workers guidance on interventions that will keep people safe. Medication processes within the home are safe and robust. We viewed a selection of Medication Administration Record (MAR) charts and found they contained all required information and all administered medication had been signed for appropriately.

The service takes all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow.

People are encouraged to express their needs and receive support to make choices. We saw that people are able to communicate with care workers using words or by a variety of non-verbal communication methods. Staff know people very well and are able to understand and interpret people's wishes and needs. Staff work with families and professionals to get to know the people who they support.

People are able to take part in a range of activities that are specific to their individual needs. Social activities within the home have been limited due to Covid-19 restrictions. Care workers support people to access community facilities. People living at the service have a timetable of activities in place that promotes inclusion, social interaction and independence.

Environment

A personalised environment that is appropriate to individual need supports people to feel included, uplifted and valued. The home takes a sympathetic approach to accessorizing rooms in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. There are plans for extensive refurbishment, which will include a new kitchen and bathroom. Pen y Fai House is clutter free and all hazards are reduced as far as possible. We saw that there are window restrictors in place and all harmful chemicals are locked away securely. Gas and electricity safety testing takes place as required and any serviceable equipment is serviced appropriately. Pen y Fai House has an up to date fire risk assessment in place, there is regular testing of the fire alarms and fire drills are undertaken. Staff are fully trained in fire safety and all residents have a Personal Emergency Evacuation Plan (PEEP), which is important as this guides staff on how to evacuate people in the event of an emergency.

The service maintains good standards of hygiene and infection control. We found the home to be clean and hygienic throughout. We observed staff following the correct procedures in line with Public Health Wales (PHW) current guidelines such as wearing appropriate personal protective equipment (PPE) and washing their hands. The services infection control policy refers to safe measures in place during a pandemic and are clear for staff to follow. There are measures in place to ensure visitors entering the home are as far as possible Covid-19 free. Visitors are required to undertake a Lateral Flow Test, which must be negative. Their body temperature is also checked before allowing them entry into the building. The cleaning regimes maintain cleanliness and infection prevention.

Leadership and Management

People accommodated or accessing the home are clear about the service it sets out to provide. The vision, values and purpose of the service are clear and actively implemented. We read the Statement of Purpose and Service User guide. Both documents were easy to read and outline the service provision.

Staff are well supported, well managed and have access to relevant training opportunities. Recruitment and induction arrangements are good. Overall, staff supervisions are consistent and a plan in place to ensure regulatory requirement is maintained. Communication between staff is consistent and regular staff meetings arranged. Regular updates are communicated on key areas such as infection control, policy or any changes to the wellbeing of people living in the service. Access to training is good and recent training includes, safeguarding, infection control and food safety.

There are systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that the RI has good oversight of the service. We looked at documentation that confirmed that the RI conducts quarterly visits to the home to complete quality assurance monitoring. We examined the latest report and saw data regarding refurbishments and redecoration requirements. The service's manager is in regular contact with the RI and members of the senior management team to discuss service objectives and individuals' progress in relation to their behavioural needs and personal goals. We noted that there have been no complaints since the last inspection.

A rigorous recruitment process ensures care workers are suitable to work with vulnerable people. Recruitment records show that staff have completed Disclosure and Barring Service checks (DBS) and have provided information such as employment history and references from previous employers. We saw evidence that new staff are required to complete an induction and work a probationary period where their competency is assessed.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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