



## **Care and Social Services Inspectorate Wales**

### **Care Standards Act 2000**

#### **Inspection Report**

#### **The Clynsaer Care Home**

Cynghordy  
Llandovery  
SA20 0LP

**Type of Inspection – Baseline**  
**Date(s) of inspection – 22 January 2014**  
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## Summary

### About the service

The Clynsaer Home is registered with the Care and Social Services Inspectorate Wales (CSSIW) to provide personal care and accommodation for up to 8 people with learning disabilities and 2 people with functional mental health needs, at the time of the inspection there were 10 people living at the home. The home has 3 acres of land and is located within a rural setting in the small village of Cynghordy in Carmarthenshire, the nearest town is Llandovery.

The Clynsaer provides accommodation within a large old Victorian detached house. The responsible individual is Nicola Elliot, the registered manager with day to day responsibility for the home is Martin Pask.

### What type of inspection was carried out?

This was a scheduled unannounced baseline inspection that looked at the four themes of quality of life, quality of staffing, quality of leadership and management and quality of environment.

During the visit we spoke with and observed people using the service, staff on duty, registered manager and the deputy manager. We inspected the environment and looked at how the service impacted on the people using the service. We examined a sample of documentation, and case tracked the files of three people who use the service, chosen at random.

The following methodologies were also used:

- Analysis of the self assessment of service statement (SASS) documentation submitted to CSSIW
- Analysis of the Statement of Purpose
- Discussion with professions involved in the service
- Observation of care practices – including meal times and activities
- Discussion and feedback with a number of relatives
- Direct observation of the people using the service, including interactions between staff and service users
- Review of a number of policies
- Discussion and feedback from 3 members of staff
- Review of 3 staff files
- Review of staff and service user meeting minutes
- Review of organisations Newsletters

### What does the service do well?

The service supports people with complex behavioural needs and offers people a variety of activities that are over and above what would be expected within a residential home.

We found the services understanding and implementation of the DOLs process to be robust.

We observed that that home has developed a Newsletter; this is sent out to individual's representatives to advise them of the developments and activities within the home.

**What has improved since the last inspection?**

We observed that the home is now fully compliant with the concern raised during the last inspection.

We observed that the home has made Improvements to the environment.

We found that the service has made major improvements to care plans, behaviour management plans and risk assessment documentation, to ensure that they reflect peoples individuals needs and preferences.

**What needs to be done to improve the service?**

During the inspection we observed that not all window at first floor level, and accessible to service users had restrictors in place. The registered provider must ensure that further to risk assessments having been carried out that the requirements of the Health and Safety Executive are ascertained and implemented.

This will be considered at further inspections.

## Quality of life

Overall we found the quality of life being offered to people living at The Clynsaer to be of a good standard; people using the service spoke positively about being in the home, the activities offered and the support they receive. This was further supported by family members who reported:- 'My daughter is really happy, she tells people all the time how great it is, she is safe there and there are lots of staff around' and 'They bend over backwards to help our son, he is far more engaging, they are an excellent service'.

We found that the home employs a very experienced activity co-ordinator who facilitates activities both within the home and community. Within the home we found that there was a separate activities area where people are encouraged to develop their daily living skills, alongside developing skills in arts and Crafts, woodwork, gardening, pottery, basic skills and IT. During the inspection we observed a variety of work that people had done within the activity area.

Outside of the home, people did a variety of activities which included work experience at a local café, swimming, gym, pub visits and shopping. We were informed that there was one off events within the home and community; these included a visit from the frantic theatre company, barbeques and supporting someone to watch their favourite football team; in addition to supporting people to have an annual holiday. This year 5 people were supported to go to Butlins and for those that wanted a quieter holiday people went to a cottage. We feel that the activities and holidays offered take into account people's individual needs and preferences. This was further supported by the organisations key working system and the regular 1:1 sessions that people have with their key workers, which allows people to discuss any changes, concerns and choices in relation to the daily running of the home, activities and food choices. One family member stated that 'He has a better social life than me! He seems really happy'.

People can be assured that carers have a good understanding of the people who they support; we observed a number of care files and found that the organisation is in the process of developing their paper work systems to ensure that they reflect individual's needs and preferences and are person centred. We also found that the organisation has been developing their risk assessments and behaviour plans and one professional commented that he found the documentation used within home to be excellent and allowed staff to have an understanding of how to support people. Furthermore people can be confident that the organisation's refers onto external professionals for advice and support. We found that that the organisation referred to occupational therapy for advice and support around a stair lift and also had regular contact and support from the local behavioural support service and community psychiatrist nurse. We believe that this multi agency support and advice is essential to supporting people with complex behavioural and mental health needs in the community.

Overall we found that The Clynsaer offers people a good quality of life; we found the service to be open, transparent with their being a willingness and commitment to improve and develop the service that it offers to benefit the people who they support.

## Quality of staffing

People can be confident that the quality of care at the home is delivered to a good standard. The people using the service are cared for by a team of 20 staff; 13 of whom had worked within the service for over a year. Whilst there has been a staff turnover within the organisation, the staff that we spoke with reported that they found that the current team was at its strongest and most committed than they had known, since starting employment 5 years ago. We were advised that staff leaving the organisation have exit interviews; this information is then used to inform future staff training and support.

Staff reported that they had all the necessary training to carry out their role, we found that over half of the staff team have or are working towards a recognised vocational qualification in care and have received training in areas such as challenging behaviour, autism, epilepsy, safeguarding and intensive interactions. The home has an inclusive communication coordinator to provide staff with training and support on communication.

We were advised that people using the service have recently become involved in staff interviews. We believe that this gives people using the service greater choice and is a means of assessing potential staff's interactional styles with people whom they would be expected to support.

Newer members of staff stated that they felt supported when they first started and had a good induction process, which included statutory training, 3 day induction with a member of senior staff and 2 weeks supernumerary. The staff that we spoke with felt that this allowed them the time to get to know the people using the service and how the service runs; allowing them time to have a greater understanding of people's individual needs, wants and personal preferences. We believe that people having time to get to know people is very important; as it helps to promote a consistent approach and reduce the likelihood of any behavioural incidents.

During the inspection we were advised that some of the statutory training is now provided online, some staff that we spoke with preferred this style of training, whilst others valued training days as it allowed them to ask questions relevant to the setting and the people they support. We would advise that this is considered within the next quality assurance report and during staff meetings to establish the best type of training for the service.

We reviewed a number of staff files and can assure people that there is a robust staff recruitment process in place. The staff supervision files we reviewed were all up to date; supervision were carried out on alternative months; as per regulatory requirements.

Overall we found that the home provided a good service; staff ratios within the home were of a good level and the families that we spoke to were very satisfied with the support that their relatives receive.

## Quality of leadership and management

We observed that there was a clear management structure within the home; there is a registered manager who has worked in the home over 15 years, a deputy manager and a number of senior carers who support the effective running of the home and have the necessary skills and experience to carry out their roles. We were advised that there is always a senior member of staff on duty; in addition to the registered manager and deputy manager being on call. The staff who we spoke with found the management approachable and that there is an open door policy to discuss concerns and practice issues.

People can be assured that the business is well run and that the registered individual is visible and takes an active role in the home, visiting the home on a three weekly basis to review the quality of care and to ensure that the home is run to a high standard. The home has robust quality assurance processes in place to monitor, improve and safeguard the people using the service. A professional who we spoke with reported that: - 'the service invests time, money and effort. They are a great organisation with high participation from senior managers, with good investment levels in property, fabric and staff training.' This comment was further supported by discussions with the registered individual, who advised that a private consultancy company were commissioned to support staff following a complex event at the home.

We observed that all documentation relating to people using the service and staff were kept in a locked area to ensure confidentiality. The statement of purpose and policies and procedures have recently been updated, with there being policies on areas such as safeguarding, confidentiality and mobile phone usage; these policies are available for staff both electronically and in paper and provide staff with advice and direction about current up to date care practices and tells staff exactly what is expected of them. We can also assure people that the organisation's implementation of the DOLs process is robust and reviewed, with there being clear documentation and multi agency agreement.

Overall we found that people can be assured that they would be involved in the day to day running of the home and have an influence on the overall direction of the service. We found that the views of staff and people using the service were valued and found evidence of questionnaires, regular service user and staff meetings which were documented. The staff meetings were used as a means of reviewing people's needs and looking at service issues and ways of improving the service. We also found evidence of daily handover meetings and a handover book which allowed staff to be aware of any changes in need.

## Quality of environment

The home is set in a rural location and is within 3 acres of land; we found that the setting is safe and offers people the opportunity to walk around the large grounds semi independently. We reviewed all the communal areas within the home and three people using the service showed us their bedrooms; there are 10 bedrooms in total, three of which have ensuite facilities. The bedrooms we observed varied in size and had been personalised to meet individual's tastes and preference. One of the bedrooms we observed was decorated with the person's favourite football team. All rooms within the home were clean and appeared homely.

We observed the facilities provided within the home which included an activities area that provided arts and crafts, pottery, computers, pool room and practice kitchen. Within the grounds of the home we found a large poly tunnel, trampoline, workshop area for people to do mechanics/woodwork projects and raised garden area. The home also has access to its sister home gym and hot tub. We considered that these in house facilities allowed the people using the service to participate in a wide range of activities.

During the inspection we checked that all the required safety checks were in place and can assure people that the home has been checked by the fire authority and all necessary fire drills and checks have been completed, the homes electrical equipment and water temperatures are also checked as per regulatory requirements. We checked that window restrictors were in place; however within one of the rooms these could be adjusted with the window being full open. We would strongly advise that the home liaise with the health and safety executive to seek advice regarding this issue.

We were advised that since the last inspection the home has been rewired, new central heating has been installed, new windows and a stair lift has been installed. The home employ's a handyman to carry out any work within the home.





**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.