



Inspection Report on

Clynsaer House

**CLYNSAER HOUSE
LLANDOVERY
SA20 0LP**

Date Inspection Completed

24th September 2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Clynsaer House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Oakview Care Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	Manual Insert 10 July 2018
Does this service provide the Welsh Language active offer?	The 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 lead happy and fulfilling lives at Clynsaer. The care team support each person in a person-centred way, ensuring they are fully involved in discussions and choices about their care and support. People are encouraged to make daily choices in how they live their lives and to do things that are important to them. The staff team want to make a positive difference to people's lives, where people they support are at the heart of the service. To this end, the service provider is undertaking changes and adaptations to the property and is striving to minimise the impact upon people whilst this work is undertaken.

A professional management team continually strives to develop people's care and support. Good communication channels are evident, with monitoring of the quality of care people receive. The provider has been proactive during the pandemic; supporting staff, adapting activities and keeping people in touch with friends and family. A calm atmosphere throughout the home and workshops helps people and visitors feel at ease.

Well-being

People are relaxed, comfortable and can access opportunities to achieve their stated goals: they do things that make them happy. Each person is as active as they wish to be. There are opportunities for people to plan and look forward to events, for example their forthcoming holiday. Care workers have a good rapport and relationship with people and interact in positive ways, with good-humoured conversations. People personalise their surroundings in line with their interests and hobbies.

We noted the staff team at Clynsaer promote attitude to positive risk taking, supported by risk assessments. Those choosing to live at Clynsaer have a voice, and feel confident their opinions are heard. They are engaged with the local community and displayed an understanding of current restrictions and measures to keep people safe. Good communication with family and friends is maintained during challenging times. People can feel included and valued as they are supported in an environment, which is appropriate and can be adapted to meet their individual needs. . There was a large workshop, cinema room, outside seating area and fishpond, polytunnel, and barbecue area.

As far as possible, people are safe and protected from abuse. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. Several members of the care team have worked at the service for many years and know people well. Newer members of staff are supported and given time to get to know people. It is clear people in the home know and relate well to the care workers who support them every day. All care workers receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people. The safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.

The provider is working towards the Active Welsh Offer. We overheard conversations in Welsh and noted some documentation was available in Welsh. Some staff speak Welsh, whilst others are able to communicate familiar phrases. People can be assured they will be able to communicate in the language of their choice.

Care and Support

People do things that matter to them and make them happy. Care workers encourage people make choices and decisions about how they spend their time. We observed people being asked how they wish to spend their morning, overheard conversations in Welsh. Care staff told us *“we have time for them to dictate the pace; we don’t make demands we work alongside rather than dictate”*. Although COVID restrictions curtailed some off site activities, all staff and people worked together to utilize and make the most of the workshop, grounds and space available. Since the easing of some restrictions, people told us they are pleased to be accessing horse riding, swimming and going to the shops once more. People are looking forward to go on their long awaited holiday this October. People we spoke with told us about the importance of wearing facemasks and washing hands. One person’s feedback in February (Quality of Care survey) stated they were really looking forward to having *“the injection”* so that they could get back to doing things, which are important to them. The understanding of the COVID situation by people, demonstrates good communication by care staff, as well as an indicator people are kept informed about the wider community. It also shows the service adopts a positive risk taking approach, which is supported by individual COVID -19 risk assessments. Care workers remain motivated and focused on what is important to each person.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. Most care workers are up-to-date with their essential and more specific training relevant to the people they support (positive behaviour support training is once more becoming available and new staff will access these courses). Staff demonstrate a good understanding of their responsibilities to safeguard those they care for. New care staff are currently being recruited. Agency staff have been utilised for some night shifts, and the provider has been successful in trying to ensure continuity of those agency staff. This means agency staff are familiar with the people whom they support and the layout of the home.

Staff administer medication safely in line with their policy and complete rerecords in a timely manner. We noted staff have regular medication and updated training. Care staff demonstrate good understanding of the importance of safe practices in dispensing medication and reporting any errors.

Feedback from both those choosing to live at Clynsaer, and their relatives is overwhelmingly positive about the quality of care provided. The Quality Assurance report for Spring 2021 has very positive feedback from people and relatives including comments, *“Excellent”, “brilliant”, “I have no issues”, “We are really pleased , x is really calm , eating properly “*.

Environment

Clynsaer House is located in beautiful grounds and people benefit from having access to workshops, poly tunnel and plenty of outdoor space. In order to further support well-being outcomes for people, the home is currently undergoing changes to its layout. Plans for a conservatory and garden room are being finalised. The provider acknowledges the possibility of short-term disruption and we discussed ideas to minimise the impact upon people. CIW are assured a review of fire safety and the training of fire marshals and drills will be undertaken to reflect the new and changing layout of the premises. PEEPs (Personal Emergency Evacuation Plans) are up to date and have been reviewed to reflect recent changes.

People receive support in a homely environment. The service is warm and clean, free from malodours, well presented and people say they feel comfortable and happy living at Clynsaer House. During our tour of the home, we noted the upstairs bathrooms are due to be updated. Bedrooms are spacious and personalised to reflect the occupant's interests. Family members we spoke with told us the management team has worked well with them to furnish the bedroom according to needs and their relative has greater freedom of movement (than previous accommodation) as the room is located downstairs. The service has the highest food hygiene rating.

People are not always safe from unauthorised visitors entering the building, as the visitor's book is not easily accessible and records are not up to date. Identification checks were not requested, nor questions relevant to visitors during COVID. Hand sanitisers are not readily available at the entrance. The inappropriate storage of PPE at the entrance causes an obstruction. The provider identified this as a concern in May 2021. These issues were discussed with the provider who gave assurances to rectify them immediately. The provider has detailed policies and procedures to manage the risk of infection. Clear infection control procedures are in place. The staff team work hard supporting people to understand the importance of infection control measures. There are resources to support hygiene practices: care workers use personal protective equipment when closely interacting with people.

COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. Electric and gas safety inspections are carried out within the recommended timeframes. The manager completes regular audits of the environment.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is a positive culture in the home with regular monitoring of peoples' support to improve their outcomes and meet their aspirations. Staff feel very well supported by the management, comparing them very favourably to previous employers. Any requests for extra materials for activities are listened to and promptly. During the pandemic, the responsible individual (RI) and directors of the company have been in regular contact, set up an online live COVID resource for updates and listened to staff concerns and worries. Staff enjoy working for the provider and the "family feel" has been particularly beneficial over the past 18 months. The manager is approachable and always makes herself available and helps as part of the team when necessary. Any issues that arise are promptly resolved. The RI is in regular contact with the home and provides good support to the manager and the whole Clynsaer team.

Regular audits monitor people's care and any issues that arise are promptly resolved. Audit and feedback from surveys is shared with staff at staff meetings. We discussed how this could be developed further to support the continuous improvement of the service.. This shows an understanding of the importance of feedback to drive improvement. Regular discussions take place with people and healthcare professionals involved in their care. The responsible individual (RI) visits and writes a report every three months. People and their relatives complete surveys to comment on the quality of support they receive: responses from the most recent surveys are highly complementary. This is echoed in the responses CIW has received. Relatives feel the home is supporting their family members well. A quality of care report is also prepared every six months to monitor all aspects of peoples' support, including how people live their lives and to list any plans for the service.

Staff may discuss any issues they wish to raise in supervision meetings. Whilst these have been taking place informally, the manager told us that due to challenges formal supervisions have not been taking place every three months. We discussed the importance of supervision in offering an opportunity to support best practice, identify any concerns and support staff well-being. It was agreed three monthly formal supervision would resume.

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	
------	--

Areas where priority action is required

None	
------	--

Areas where improvement is required

None	
------	--

Date Published 01/11/2021