



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Inspection Report on

57 Tir Morfa

Port Talbot

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Description of the service

Tir Morfa provides accommodation and personal care for up to four people who have a learning disability. At the time of the inspection there were three people living there. The home is located within a large housing estate in Sandfields, Port Talbot and benefits from being within walking distance of the beach and seafront. The home is situated in a quiet cul-de-sac behind a residential street. The registered provider is Community Lives Consortium, and the registered manager is Peter Hamer.

Summary of our findings

1. Overall assessment

People living at Tir Morfa are supported by staff who have a good understanding of their support needs and what is important to them. We saw that people have opportunities to engage in a range of activities in the community. People are supported by a committed staff team. The environment is homely.

2. Improvements

A number of improvements have been made since the last Inspection.

- The provision of new arm chairs, settee and curtains in the lounge area.
- The garden area has improved, borders have been cleared to provide a low maintenance out door area.
- Two bedrooms have new profiling beds.

3. Requirements and recommendations

Section 5 of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements.

There were no issues of non-compliance identified at this inspection.

1. Well-being

Summary

People are happy living at Tir Morfa, they have opportunities to do things that matter to them. People experience positive relationships with the staff who support them.

Our findings

People are able to do things that matter to them. People are encouraged to enjoy individual activities, and to pursue their interests. We saw that there were sufficient (three) staff on duty during the inspection visit. We saw people had Outcome Files, which clearly identified their personal outcomes, and things which were important to them, we also saw their weekly participation records. People had a range of activities to look forward to. People had important community links, they know people in the community as they attend a local church on a weekly basis. Following the church service they had the opportunity to chat to other church members and to enjoy refreshments with the congregation. One person attends a local sing a long session which is organised by the Alzheimer's Disease Society. Other people enjoy making friends through the Community Lives Consortium network events, we saw their monthly "Time to Meet Programme" for September 2017. During our visit we noted that one person had gone to a day service. We saw another person going out for lunch to a café, following a walk on the beach sea front. We saw photographic evidence of people enjoying various events such as trips out to Folly Farm, celebrating birthdays, etc. Some people had their own cars, which enabled them to access community activities. People enjoyed going shopping locally and into neighbouring towns. Those who were able, were encouraged to participate in light domestic activities within the home, such as helping in the kitchen by clearing away dishes or by putting away their clean laundry. Some people enjoyed going to local supermarkets to assist with weekly shopping. People also had the opportunity to attend and participate in bi-monthly house meetings. We saw the minutes for the last meeting held on 28/8/17. People were encouraged to express their views on issues that matter to them such as recycling activities, menu planning and identifying activities they would like to do. This demonstrates that people are encouraged to develop life skills, and to feel involved, participate and feel valued.

People are encouraged to maintain contact with family and friends. We saw on one person's file, a Christmas present list they had planned with their key worker, which identified the presents they planned to buy for important people in their lives, such as family and friends. We were told by one relative who we telephoned, how the staff facilitated weekly visits and telephone contact, the same relative also said. *"The staff are wonderful, they are so kind, and always have a cup of tea waiting for me, they are so kind to my relative, and they look after him very well, he is always clean and he has good food there"*. We were told that other people received regular visits from family members. This showed that encouraging important contact with friends and family were given a high priority.

People feel safe and are protected from harm. We saw that visitors were asked to sign a visitor book, which promoted the safety of the people living at the home. The front door had a door sensor which alerts staff if people try to leave via the front door. Staff understood their role in protecting people, we saw a Safeguarding Policy in place, and all staff had undertaken appropriate safeguarding training. We saw that Deprivation of Liberty

Safeguards (DoLS) were in place for all people who do not have the capacity to make decisions about their accommodation, care and support. We found that where they were due to expire, applications had been made to the Local Authority Supervisory Body in a timely manner. Some people had advocates who are there to support people and to ensure their rights and needs are met. We noted that some people had bedrails, with bed and room sensors in place to keep them safe at night. We found that people`s personal spending money was securely stored. We saw that all expenditure was recorded, receipts kept, and audited daily at the home. We checked the financial records of two people living at the home, and found them to be correct. This demonstrates that people living at Tir Morfa are kept as safe as possible, and their rights are protected.

2. Care and Support

Summary

People living at Tir Morfa are supported to be as healthy as possible, receive person centred care based on their individual needs, wishes and preferences.

Our findings

We found that people are supported to be fit and well. We noted during our visit that one person was being taken to have the seasonal flu vaccine. We found from reading care files that close and regular contact was maintained with relevant health and social care professionals, which was clearly documented in the care files. We noted appointments to dentists, opticians, chiropody, speech and language therapy, occupational therapy, physiotherapy and dieticians, etc. A district nurse was visiting during our inspection to check one person. Our conversation with the district nurse confirmed that she was happy with the care provided. People's records indicated that any change to health received a prompt and appropriate response. We saw the care records relating to two people at the home, and found they were person centred. Staff told us they were working towards focussed care, and this was reflected in the care files we saw as they clearly identified outcomes for people. We also saw personal and intimate care assessments and support plans in place, which described the type of care people preferred. People can be assured that any changes in their care needs were communicated to staff via the service diary and at shift handovers. People had the opportunity to meet with their key workers on a monthly basis to review their care and consider their identified outcomes. People were also involved in their care reviews, supported either by their family, or advocates and their care managers. We talked with the deputy manager and staff who spoke knowledgably about people's personal histories and support needs, details of which were confirmed in their care records. During the visit we saw staff anticipating the needs of people with more complex needs, which ensured people's needs were met. We also saw and heard many respectful and good humoured conversations between staff and people living there. People told us, "*I like living here, and (name) are nice*". This demonstrated that people's individual needs and preferences were understood and anticipated. This shows that people receive the right care and support at the right time in the way they want it, and people are involved in making decisions that affect their lives.

People can be assured that their personal information and medication are held securely. We saw that confidential records were stored in locked cupboards in the staff room. We found that people's medicines were stored securely in a locked metal cabinet attached to the wall in the office. One person kept their medicines in their bedroom, and similarly they were stored in a locked metal cabinet in a locked cupboard. The medicine record charts were seen for both medicine storage locations and temperature recordings, which demonstrated that medicines were stored at the correct temperature. Remedial action would be taken should the temperature increase by placing icepacks in the cabinets. People benefit from proactive care and support, and their wide range of needs are anticipated.

People are encouraged to eat a varied and well balanced diet. People who follow special diets had their particular needs catered for, as they required soft diets with thickened fluids. All food was purchased from local supermarkets. Most meals were cooked freshly from fresh and sometimes frozen ingredients. On the day we visited people were going to have for the evening meal, baked gammon and parsley sauce with vegetables. There was always a choice available, if people did not wish to have the main meal on offer, as sometimes people would have eaten a large lunchtime meal. People also had the opportunity to enjoy a regular "take away night", usually on a Saturday, and also had the opportunity to visit local restaurants and cafes to enjoy a meal out. Staff told us they were planning to develop a more accessible menu, which would have photographs of the meals on offer. This would help people make more informed decisions about what they would like to eat. This evidences that people have choices about what they eat, and where they would like to eat.

3. Environment

Summary

People enjoy a safe and homely environment at Tir Morfa, which is clean and well maintained. The home meets the needs of the people that live there, and supports them to maximize their independence. The location of the home allows people to access the sea front and a number of community facilities.

Our findings

Tir Morfa is a large detached bungalow set in a quiet cul-de-sac, which provides people with accommodation that allows them to feel relaxed and comfortable. We had a tour of the property and garden. The layout of the home offered people who use wheel chairs spacious rooms and corridors, there was level access at the front door and into the rear garden area. Parts of the home had been specially adapted with ceiling tracking hoist, which allowed people to transfer easily and safely. People benefit from bathrooms and shower rooms which have been adapted to enable people to access the facilities safely and with ease. The home benefitted from a large spacious kitchen and dining area, with adjacent lounge. People had their own armchairs, some of which had been specially made for their particular needs. We saw people's bedrooms which had been personalised with photographs, and reflected their interests and hobbies. People benefitted from a secure, pleasant rear and side garden area, which featured a lawn area with container gardens and flower pots. Pleasant seating and dining areas were available for people to enjoy during fine weather. There was also an area featuring mosaics and a memorial area dedicated to a former resident. We can conclude that people have pleasant and homely accommodation with opportunities to enjoy fresh air and the outdoors.

People are cared and supported in a well maintained environment. We were shown the maintenance records, which evidenced that all appropriate measures were taken to ensure equipment was suitably maintained. Wheel chairs were checked weekly, and we were told that hoists and slings were also checked regularly, in line with regulations. People living at the home had individual personal emergency evacuation plans (PEEP's) in place which were reviewed on a regular basis, and kept in their care. They were also located at an accessible place near the front door, in case of an emergency and the emergency services needed to access the information. We found monthly fire drills recorded, with the average time taken to evacuate the building being 30 seconds. The smoke alarm and carbon monoxide safety checks were carried out monthly, the last being 2/9/17. The fire extinguishers were also checked monthly, the last being on 2/9/17. Pat testing was carried out annually, the next check due on 1/11/17. Gas boiler safety checks and servicing were arranged by the landlord Coastal Housing Association, the last being undertaken on 24/2/17. Clinical waste was collected by Neath Port Talbot Council every Friday. We concluded that people benefit from a service where the general maintenance and safety of the home is a priority.

People live in a safe, homely environment. We found that safe working practices ensured that the home was as free from hazards as possible. Household chemicals and cleaning products were being stored in the laundry room in a locked wall cupboard. The home had been inspected by the Environmental Health Department and held a 4 star rating for food hygiene. The home had an on-going refurbishment plan in place. We can conclude that

people living at Tir Morfa enjoy an environment which is clean, comfortable and personalised.

4. Leadership and Management

Summary

Tir Morfa is generally well run. Staff receive regular training programme covering both mandatory and additional courses. People are supported by a stable, dedicated staff team.

Our findings

People are supported by well trained staff. We saw the staff training records held at the home, and we saw the training certificates stored in two staff members file. We were told that staff had the following qualifications, including QCF -level 5. All staff had either level 2 or 3 QCF or were working towards it. One person had NVQ level 4 and the assessors award. All staff had undertaken dementia training to help them to better understand the needs of people. Some people had been on skin bundle training and palliative care training. Some people were due to attend supporting people`s outcome training in the near future. We saw that there were robust company policies and procedures for staff to follow. Therefore, people can be confident they benefit from a service where the training of staff is given priority, and the training offered is responsive to the changing needs of the people who live at Tir Morfa. Additionally, staff are well supported, and have the necessary knowledge and skills to effectively support people`s well-being.

Staff are valued and supported to undertake their roles. Staff who we spoke with told us they enjoyed working at Tir Morfa, many staff had worked there for a number of years. Two new staff joined the team of nine in January 2017. Staff had the opportunity to participate in regular staff meetings, we saw the minutes of the last meeting held on 28/9/17. We saw that staff were now receiving bi monthly supervision, and we were told by the deputy manager that annual staff appraisals were planned to take place in the near future. We saw evidence of quality assurance practices undertaken by the manager operating within the service, such as the Tir Morfa Quality Assurance and the Tir Morfa Annual Development Plan dated April 2016-2017, this now needs to be updated. We also noted that Regulation 27 visits and reports were undertaken regularly by a Senior Consortium Manager. The last report having been completed on 30/6/17, they had undertaken 18 visits to the service following the previous report dated 31/3/17. We saw the service Statement of Purpose dated 2014, and a Service User Guide, both of which need to be reviewed annually. We concluded that the service has quality assurance systems in place in order to develop and improve, and we saw there was a strong commitment to improvement.

We were unable to comment upon the recruitment processes of staff at Tir Morfa, as this information was not available within staff files. This is undertaken centrally by the Community Lives Consortium organisation Human Resources team.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

There were no issues of non-compliance identified at the last inspection.

However, we strongly recommend that: A dependency tool is used to ensure that staff on duty are adequate in such numbers as are appropriate for the health and welfare of service users. This has now been dealt with by the provision of a tool/rota.

5.2 Areas of non compliance identified at this inspection

There were no areas of non compliance noted at this inspection.

5.3 Recommendations for improvement

However, we noted and told the Deputy manager that the following documentation required updating :

- The Tir Morfa Quality Assurance Report
- The Tir Morfa Annual Development Plan Date April 2016-2017
- The Statement of Purpose dated 2014
- The Service User Guide (which was not dated

6. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made an unannounced visit to the home on 03 October 2017 between 9.20 am and 2 pm.

The following methods were used:

- Examination of information held by CSSIW since the last inspection including the Self-Assessment of Service Statement (SASS) and the previous inspection reports.
- We had a tour of the home.
- We spoke with people living at the home.
- We spoke with the deputy manager and two staff.
- We spoke with a visiting district nurse.
- We telephoned a relative.
- We met with two people who live there
- We observed the interactions of staff with people in the kitchen/lounge areas,
- We looked at a wide range of records. The statement of purpose, service user guide, policy file, two staff members` files, training and supervision records and qualifications
- Two people`s care records.
- We read various Quality Assurance documentation referred to in the report.
- We looked at the fire safety records and servicing safety checks referred to in the report.

Further information about what we do can be found on our website www.cssiw.org.uk

About the service

Type of care provided	Adult Care Home - Younger
Registered Person	Community Lives Consortium
Registered Manager(s)	Peter Hamer
Registered maximum number of places	4
Date of previous CSSIW inspection	30 June 2016
Dates of this Inspection visit(s)	03/10/2017
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information: There were three people living at Tir Morfa at the time of the inspection visit.	