



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

## Inspection Report on

**Ty Coch Nursing Home**  
105 Station Road  
Llanishen  
Cardiff  
CF14 5UW

### **Date of Publication**

**Wednesday, 7 February 2018**

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## **Description of the service**

Ty Coch Nursing Home is registered with Care Inspectorate Wales (CIW) to provide accommodation with nursing care for 69 people. Up to five younger persons (aged 18-64 years) may be accommodated at the home within the total number above to receive nursing care.

The home is owned by Linc Cymru and there is an individual appointed for the operational oversight of the home known as the responsible individual (RI). The home is currently without a registered manager but Linc Cymru has appointed a manager who is not yet registered with CIW. Ty Coch is situated near the amenities of Llanishen village.

## **Summary of our findings**

### **1. Overall assessment**

This was the service's first inspection following the change of provider in April 2017. The service has undergone considerable changes and these are ongoing. This was taken into consideration during this inspection. However, we received positive feedback from staff, residents and relatives on the progress being made to date.

There had been incidents notified to CIW earlier this year regarding medication and manual handling issues but these have been addressed by the service by the provision of a major training programme for all staff.

People living in the home are well supported by a staff group they feel comfortable with. There have been considerable changes in the home in recent months which some have found unsettling but people see an improving service.

### **2. Improvements**

This was the first inspection for the current provider

### **3. Requirements and recommendations**

Please refer to section five of this report for our recommendations and areas for improvement. These include involving residents and their representatives in formal reviews of their care and considering how the environment could be adapted to support people with cognitive or sensory impairments.

## 1. Well-being

### Summary

People in Ty Coch have good relationships with staff. Staff treat residents with kindness and compassion and residents' enjoyment of life is given high priority

### Our findings

People are listened to and feel their opinions matter. Residents we spoke to told us they felt that staff understood their needs and this was confirmed by conversation with relatives on the day. Comments we received from relatives included '*they know about her past*', '*has settled much better than expected*', '*has made such a difference to us*' and '*is coming out of their shell*'. Relatives told us they would feel confident in approaching staff or management about any issue or concerns. We noted comments on cards left in the comments box in the home. These included: '*wonderful care*', '*being my friend*', '*nothing is too much trouble*', '*absolute care and efficiency*' and '*amazing care*'. People we spoke to were mostly positive about all aspects of care in the home including the staff attitude, people's dignity being respected, choosing daily routines and knowing how to make a complaint or comment. However, one comment made was that they have to wait longer to be taken to the toilet at night. They had also found recent changes unsettling but would speak out if they had issues or concerns and we were told of one instance where this had happened recently. Therefore we conclude that people are able to express their views and opinions and feel they will be listened to.

People are involved in varied conversations where there is personal connection. We saw instances when staff clearly knew the person well and there was warmth in the interactions between them. We saw people approached staff to talk to them and they confirmed they had good relationships with most of the staff. Recent changes had meant there had been agency staff who residents had not always known well but permanent staff were described as '*lovely*' and '*thoughtful*' and treated them with respect and kindness. People appeared confident in their interactions with staff and visitors and welcomed being spoken to. This evidences that a resident's feeling of being recognised and valued by others is reinforced and also indicates that people have a sense of belonging, which enhances their overall well-being. We conclude that residents at Ty Coch can feel they belong and have positive relationships with the staff who care for them.

Residents have a varied and nutritious diet. During our visit we observed the lunchtime meal. A birthday buffet had been prepared with a variety of items to choose from. The food looked appealing and people appeared to be enjoying it. We were told during the day by people we spoke with that the food is '*very good*'. One relative had been very appreciative when staff had offered their family member a wide variety of choice not on the menu for the day at a time when they were eating poorly and made a meal that was eaten and enjoyed at this time. We spoke to one resident who had been waiting for a cooked breakfast when we arrived at the home. We were told this was not a daily choice but people knew it was available so was to be taken for a change. We were told people can have their breakfast

when they want it, either in the dining area or in their rooms. We saw trolleys with breakfast trays being taken round on arrival and later in the morning. We were informed that the trays are colour coded to inform staff about the level of support that person needs from independence to full assistance. One resident told us that the staff encouraged them to eat more and often gave them a banana to eat, either with breakfast, or later. They thought this was 'very caring' of them. They told us they felt 'safe' and 'looked after' living at Ty Coch. We saw that people's hydration was promoted and that residents had access to a range of drinks throughout the day as water and jugs of squash were situated around the home. People are supported to remain as healthy as they can be by a nutritious and varied diet.

People are supported to maintain or increase their independence. The home recently introduced the services of a physiotherapist. We were told of instances where people's mobility and independence had increased as a result of this intervention. One resident spoken with confirmed that their mobility levels had improved as a result of receiving physiotherapy and that this had contributed to an improved quality of life as a result. People's potential and independence is maximised.

People's views about how they want their care delivered is not currently fully included in the care planning process. The care files we saw had no evidence of the involvement of residents or families in the planning or review process allowing them to express their views and feelings about the care they received or wished to receive. People did tell us during the inspection that they were spoken with but their opinions were not always sought in any formal way to shape the care planning. We saw care plans and noted they were detailed but they were not easy to follow as each care domain was recorded separately and did not provide an easy picture for any staff unfamiliar with the person concerned. The manager and RI stated that the service was in the process of training staff in new ways of writing care plans that will reflect the views of the person concerned which is the focus of their new approach to care 'the Eden alternative'. This is based on the philosophy that ageing should be a continued stage of development and growth, rather than a period of decline. The manager stated the matter of involving people in their care planning and reviews would be addressed as part of the ongoing changes they will make. We accepted that the service had made considerable progress in its approaches and consequently will consider these matters at the next inspection as there was no evidence of any detrimental effects on the well-being of residents. We noted that each resident had a file in their room for easy staff access, including a pen picture. However, we found one instance where an important issue had not been addressed in this plan so would not be available to relief staff who did not know this person. The matter was fed back during the inspection and action was taken to address it by the end of the day. People cannot always feel they are fully involved in making decisions that affect their life or have the involvement of relatives and carers in assessments and reviews.

People are supported to maintain their dignity and self confidence. One relative commented on the standard of grooming for her family member, including nails being painted and hair looking good. This had mattered to this person and it was appreciated these standards

were kept. We noted that people in general appeared well dressed and groomed and as many residents were fully dependent on staff for this aspect of care, it indicated a positive staff approach to people's needs. People at Ty Coch are treated with dignity and respect.

Feedback was sought from questionnaires, fifteen service user and fifteen staff questionnaires were provided. At the time of writing this report one service user questionnaire had been returned. Comments made on the environment, food and staff care was described as 'excellent', staff attitude described as 'always' caring, , 'always' treated with courtesy and respect. We sought follow up feedback from professionals by email. To date we have received one response. Comments made include: 'staff always seem to be putting their residents first and to be delivering a high standard of care'.

## 2. Care and Support

### Summary

People can feel they are cared for by a staff group that is skilled and responsive to their needs. Staff at Ty Coch are enthusiastic about the changes in the home and how these will benefit the people who live there.

### Our findings

The service has a proactive approach to the learning and development of staff. People who live at Ty Coch can feel confident that they are supported and cared for by a staff team who feel enthusiastic and supported to do their work. We saw that staff had been provided with a wide range of training since the Linc have taken over the home. Following incidents earlier in the year there was particular focus on medication training and manual handling. Staff told us they had welcomed the amount and type of training they had been given and had felt it had made a difference. They told us the training was *'great', 'really good training', 'helped me a lot'*. We were told people were being supported to do their care qualifications (QCF) and to develop their careers. The service adopted 'the Eden alternative', which focuses on person centred care. Staff were positive in their vision for the home after recent changes and told us that they felt they were listened to and if they needed something they would speak up and receive a response. They told us they had seen many improvements but all spoke positively about them and we were told *'it's all about the people who live here'*. We saw feedback from some of the online questionnaires and noted many positive comments about the way the home was being managed and opportunities given to staff.

People can be assured that staff who provide their care are well supported and supervised to do their jobs. Supervision in this context refers to members of staff meeting on a confidential one-to-one basis with their line manager in order to discuss their performance, any concerns they may have, or any training needs. This in turn ensures that residents receive the best possible care. Staff confirmed that regular formal supervision was provided every eight weeks and was available in between planned sessions if needed. Staff told us they felt confident to raise issues or concerns with the management of the home at any time. One member of staff had requested a particular training course they felt would help her in their work and this was being pursued for them. The RI and manager told us that the service had provided 'Wellness' fairs for staff to provide them with advice and guidance on health and welfare issues and access to financial advice. The service was using agency staff when we visited as they had increased staffing levels and introduced a rolling rota programme to ensure staffing levels were constant. However, we were told there was a recruitment campaign and the aim was to employ permanent staff to ensure continuity of care for people living in the home. People told us there were agency staff working in the home and they found this unsettling but were aware this would only be a temporary measure. We spoke to agency staff who told us they enjoyed working in this home, that the care was *'good', 'I like coming here'* and they were well prepared before they were allowed

to work with residents. Residents benefit from a service where the well-being of staff is given priority and staff are well led, supported and trained.

Staff are available in suitable numbers to meet people's needs. Our observations during the visit confirmed that residents can feel confident that there are adequate staff on duty to meet their care needs. We noted call bells ringing and responses were made rapidly. We noted residents calling out for staff and that staff responded in a timely manner. Staff told us that, in general, they felt there were enough of them on duty to do their work. Relatives told us that they had not noted or been told by their family member of any delays in staff attending to their needs. Residents told us that they did not have to wait for staff to attend to them. People benefit from an efficient service where best use is made of resources.



### **3. Environment**

#### **Summary**

People living in Ty Coch enjoy good physical standards and an environment which provides them with opportunities to socialise or remain private and quiet as they wish. The home does not currently provide appropriate signage to support those with cognitive or sensory impairment.

The new provider of the home has plans for a major refurbishment next year to include more en-suite bedrooms and provision of appropriate signage and ways for people with sensory impairment or dementia to interact with the environment.

#### **Our findings**

People living in Ty Coch are cared for in a clean, comfortable and well furnished environment. Communal areas were bright, well decorated and well furnished. We discussed the use of orientation aids with the responsible individual and as agreed at point of registration, this work is planned for next year.

The bedrooms we saw were well decorated and furnished and generally seen to be personalised. Residents and relatives commented on how clean and comfortable the home was. No odours were noted in any part of the home. No-one could suggest anything else to add to the comfort in the home. People at Ty Coch can feel valued and uplifted because they are cared for in comfortable, clean and homely surroundings which allows them choices of how and where to spend their time.

The home had two outside courtyard garden areas with tables and chairs and we were told by residents and relatives that these were popular in the warmer weather. There was a 'coffee shop' on the first floor available to everyone where a range of hot and cold drinks and cakes and biscuits are available every day. Residents told us they use this room with their visitors.

The only issue mentioned to us was that it was frequently difficult to make contact by phone which caused some inconvenience a times. This was discussed with the manager and major changes will be made to the phone system during the refurbishment planned for next year. People live in an environment which helps them achieve a sense of well-being but which requires further action to maximise their independence.

People are cared for in a safe environment. We saw copies of the gas and electrical safety checks which were up to date. There was some works recommended from the electrical checks but we were informed by an email during the inspection that these were 'improvements required' and the system had been signed off as safe. We were told a full rewire was to be included in the refurbishment next year. Standards of decoration were high

but the building would benefit from the use of colour and signage based on best practice for people with sensory impairment or dementia. The RI told us that this is to be incorporated with the major works planned for next year. We saw that personal evacuation plans in people's files were clear and up to date. We were told the Fire Officer had visited recently. The report is awaited but there were no issues raised apart from in relation to the sprinkler system. We were told this had already been addressed by Linc and funding for the work had been approved. The home has a food hygiene rating of four which is 'good'. People can be reassured that they will be safe from strangers entering the premises and that their personal information is protected. A code entry system on the front door ensures the security of the home. All visitors are required to sign in at reception to ensure that people who use services are protected at all times. People are supported to avoid unnecessary risks and be as safe as they can be.

## **4. Leadership and Management**

### **Summary**

The new registered provider has undertaken an assessment of the service and established outcomes the organisation wishes to achieve.

The service has undergone an improvement programme under the new providers and considerable progress has been made in meeting the aims and objectives laid down. The staff group is well motivated and trained. People are encouraged to voice their opinions and be involved in developing the service.

Management are motivated to improve standards and listen to the feedback from residents, relatives and visitors.

### **Our findings**

People can generally feel the home has clear documentation and guidelines. We saw the Statement of Purpose (SOP) which clearly laid out the service the home could provide. People could access information which helped them manage their care and choices. However, the home's complaints procedure stated a response would be made in 28 days. The regulations require that if the complaint is resolved at a local level it should be responded to within 14 days. The SOP states incorrectly that people can complain directly to CIW. We are unable to deal with complaints directly as the wording implies and this information needs to be amended. An updated copy was received following the inspection addressing these matters. People can be clear on the service they will receive at Ty Coch.

The service has established systems to ensure people are safe. There had been a series of incidents regarding medication errors when the provider initially took over the home. The management was proactive in seeking to address this matter. This included discussions with General Practitioners (GPs), the Local Health Board and introducing a new pharmacy and systems for recording and administering medication. We were shown the system which had safeguards built into it to avoid errors at each point in the process. We were told the new pharmacy was supportive and this, along with retraining of all staff, had eradicated medication errors. The home has audits undertaken by the service provider and a record of the most recent showed that there were no outstanding issues. A review of the fire safety measures included records of fire training, drills and a fire evacuation. We noted that there had been a recent check on the gas and electric systems in the home. Some works were required following the check and we were shown evidence that this work had been completed. People are supported to be as safe as they can be and have all unnecessary risks removed from their daily lives.

There are robust and transparent systems in place to assess the quality of the service against stated aims. The service has not yet been operating for a year to produce an

annual quality review. However, we saw and were told about actions taken to obtain views of people involved with the service. Staff surveys had been sent out but ways of maximising responses were being considered. We were told that there are daily meetings with people from each department in the home to discuss any issues or problems they have. Relatives told us that staff are very responsive to requests and try to put things right immediately. This evidences that people living at, working in or visiting the home are able to be involved in the development and improvement of the service.

Staff and management in the home are motivated to improve standards. Staff we spoke to confirmed they were encouraged to access training. CIW were provided with an action plan from the current provider when it registered this service. This was discussed during the inspection and considerable strides have been made in meeting its aims. Issues noted during the inspection were already receiving attention and evidence to date indicated that the organisation was proactive in addressing outstanding matters. We saw the training matrix and a high percentage of staff had received mandatory training. The only topic that remained at a lower level was for First Aid and training was to be arranged for this. In addition, staff had been given training on specialist matters such as catheterisation and venepuncture. The home was monitoring its own compliance and since it took over and had made considerable improvements in offering training. People receive care from a service which sets high standards for itself, is committed to quality assurance and constant improvement.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

This was the first inspection following the registration for the current service provider.

### **5.2 Areas of non compliance identified at this inspection**

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

### **5.3 Recommendations for improvement**

- To include residents and their representatives in formal reviews of their care.
- To consider introducing best practice guidance for those with cognitive or sensory impairment when undertaking improvements in the environment.

## **6. How we undertook this inspection**

We (CIW) carried out an unannounced post registration inspection of this service on 29 November 2017. The inspection was undertaken as part of our scheduled programme of annual inspections.

The sources of information used to support our findings in this report were as follows:

- Discussions with the appointed manager.
- Discussion with three residents.
- Discussion with three relatives.
- Discussion with four members of staff.
- Consideration of information held by CIW on the service.
- Observation of daily life and care practices at the home.
- Examination of four residents' care files.
- Examination of five staff personnel files including information relating to recruitment.
- Examination of the home's Statement of Purpose.
- Consideration of the home's quality assurance processes and documentation.
- Examination of a sample of documents relating to the supervision and training of staff.
- Examination of a sample of documents relating to safety and maintenance of the Environment.
- Examination of a sample of documents relating to the running of the home.
- A tour of areas of the home to which residents have access.
- 15 questionnaires for staff and for service users/relatives were sent to the home. At the time of writing this report one service user questionnaire had been returned, which we considered.
- Follow up emails to six professionals were made, at the time of writing this report one response had been received.

Further information about what we do can be found on our website [www.CIW.org.uk](http://www.CIW.org.uk).

## About the service

<b>Type of care provided</b>	<b>Adult Care Home - Older</b>
<b>Registered Person</b>	<b>Linc-Cymru Housing Association Ltd</b>
<b>Registered Manager</b>	There is currently no registered manager at the home but Linc Cymru has appointed a manager who is not yet registered with CIW
<b>Registered maximum number of places</b>	<b>69</b>
<b>Date of previous CIW inspection</b>	<b>This is the first inspection following the registration of the current provider</b>
<b>Dates of this Inspection visit(s)</b>	<b>29/11/2017</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No</b>
<b>Additional Information:</b> The service is working towards the 'Active offer'.	