



Inspection Report on

Caernewydd Farm

Kidwelly

Date Inspection Completed

13/04/2023

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About Caernewydd Farm

| | |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Care Without Compromise Limited |
| Registered places | 6 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 10 January 2022 |
| Does this service provide the Welsh Language active offer? | This 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 lives at Caernewydd Farm. The staff team ensure people are invited to be fully involved in discussions about their care. Each person is encouraged to make daily choices in what they do. Care workers know people well, interact in a kind and caring manner and provide appropriate support. Care records clearly describe how care workers are to meet people's individual needs.

The manager, together with his team, continually strives to develop people's care and support wherever possible. Good communication channels are evident, with robust monitoring of the quality of support people receive. In addition, a relaxed atmosphere throughout the home helps people and visitors feel at ease. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

Overall, people at Caernewydd Farm are invited to have control over their day-to-day lives because care workers routinely invite each person to be involved in decisions about their support. Where these invitations are not of real interest to a person, keyworkers talk with people to ensure they have the information they need to understand the support they receive. People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time and people do things that matter to them, either planned or impromptu. This includes working on the farm, lambing and taking care of other livestock. Care workers are familiar to people, giving them confidence their needs and preferences are understood. People are encouraged to personalise their surroundings in whatever way they wish. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people.

People feel safe. Care workers have good relationships with people, interact and support people in positive ways. People know how to make a complaint if they need to and are confident the manager would listen to them if they did. The staff team protect peoples' privacy and personal information at all times. Care workers receive regular support, guidance and training: they go through a thorough recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They may access policies and procedures to enable them to protect vulnerable people.

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. While there is little demand currently for exclusively Welsh speaking support, some staff members are Welsh- speakers. The manager told us there are already several documents that have been made available bilingually and more documentation is currently being translated into Welsh.

Care and Support

Overall, people have accurate, detailed and up to date plans for how the service provides their support. The provider considers a range of information to ensure they can meet

people's needs. A detailed recording system provides a clear record of people's support arrangements: personal plans, one-page profiles and risk assessments help to ensure people retain their independence as much as possible. Keyworkers and senior staff regularly review all documents, so they remain up to date, especially where support needs change. Care workers give people the time they need to talk about any anxieties. One person said, *"The staff are nice. We talk a lot."*

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

People do things that matter to them and make them happy, and the staff team are motivated and focused on what is important to people. For example, the on-site farm provides a safe environment in which to work and keep busy for those who are interested. In addition, people visit nearby towns and countryside for leisure and to meet friends and family. Plans are made each week but are often adapted as people change their minds. Activities people take part in are described in their care records as being things they enjoy. One person said, *"We go out all the time. Into town or shopping and places like that."*

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

Overall, people receive support in a suitable environment. The service is homely: an old farmhouse on a 6-acre farm with livestock. The home is safe, warm and clean. People say they feel comfortable and happy. Each person can choose different areas to use; there are

various communal areas, as well as extensive gardens and outhouses where people can spend time working or relaxing with friends and relatives. Private rooms are secure, spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. One person's living space is currently being transformed, with an en-suite wet room, to take into account their developing needs.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records, Deprivation of Liberty Safeguards (DoLS) records and employee personnel records are securely stored and only available to authorised people.

Clear infection control procedures are in place. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire and the manager completes regular audits of the environment.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service: the responsible individual (RI) is in regular contact with everyone in the service and provides good support to the manager. Regular discussions take place with people in the home, and family members are invited to complete online surveys, responses of which are positive.

People know how to make a complaint if they need to and are confident the manager would listen to them if they did.

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, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers undertake specific training relevant to the people they support. Care workers say they have a good understanding of their roles and responsibilities. Two-monthly employee supervision records and annual appraisals show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report.

Summary of Non-Compliance

| Status | What each means |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| New | This non-compliance was identified at this inspection. |
| Reviewed | Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection. |
| Not Achieved | Compliance was tested at this inspection and was not achieved. |
| Achieved | Compliance was tested at this inspection and was achieved. |

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

| Regulation | Summary | Status |
|------------|------------------------------------------------------------------|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|------------------------------------------------------------------|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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Date Published 04/05/2023