



Inspection Report on

Min-y-Mynydd

**Min-y-mynydd Resource Centre
Eglwys Fan Rhymney
Tredegar
NP22 5QA**

Date Inspection Completed

15 June 2022

Welsh Government © Crown copyright 2022.

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 Min-y-Mynydd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Caerphilly County Borough Council
Registered places	26
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	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.

Summary

Min-y-Mynydd residential home is owned by Caerphilly County Borough Council. The service provides personal care with accommodation for 26 people living with dementia. The service adopts the *Dementia Care Matters* approach in respect to dementia care.

People who have made Min-y-Mynydd their home are cared for by a team of workers who value the job they do and are committed to the health, wellbeing, and safety of the people they care for. People can be confident of receiving appropriate care from workers who know them and know what is important to them.

An experienced manager leads the dedicated staff team. The service provider has designated responsible individual (RI) to oversee the of the service. Areas of improvement observed at the last inspection have been addressed.

The environment is well maintained, clean with no malodours. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

Care Inspectorate Wales (CIW) carried out an unannounced inspection of the service. To comply with the current pandemic requirements, we undertook a site visit alongside viewing documentation taken off site.

Well-being

People are protected from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Care records provide information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

People's choices and views are recognised. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. The environment offers several communal areas for individuals to meet their visitors and socialise.

People can do some things which are meaningful to them. A projector in the foyer, shows photographs of people enjoying activities within the home. Special events are celebrated and there was a garden party for the Queen's Jubilee, with people making decorations for the occasion. Requirements on visitors has been lifted, meaning individuals are once again able to see the people who are important to them.

People receive care from workers who are motivated and feel valued. Staff respect the manager who in turn is well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies. There are effective governance arrangements in place.

People live in a home that supports them to achieve their well-being. Refurbishment of the premises is ongoing, and research is being used effectively to support people living with dementia.

Care and Support

People are supported by care workers to ensure their physical health needs are met. We observed a friendly and supportive interaction between one person and care staff as they were assisted to mobilise safely. Other friendly exchanges took place which showed a level of familiarity and fondness between people and those caring for them. People and their relatives told us they are happy with the care they receive and praised the care staff. Care workers enjoy supporting individuals and working in the service. They told us *"Its good here, I'm very happy, we are a good staff team"*, and *"I love it here, I enjoy the work, the residents and staff"*.

Care workers have access to plans which outline the support people require to remain healthy. Care plans provide clear details of the needs of people and give a good sense of the individual. There is no current impact, but risk assessments need to be reviewed alongside care plans to reflect any changes that have occurred, and we made the service provider aware of this.

Care workers said they have time to spend with people individually, chatting about things and reading to people. One person enjoys helping in the onsite in the garden's 'Polly Tunnel', and this is encouraged by staff. External activities come into the home, such as singers and animal/pet therapy days. Families are informed about what is going on via a 'WhatsApp' group that was set up during the pandemic. At that time, a virtual tour was created to enable families to look around the home. Following the recent successful Jubilee party, regular coffee mornings for residents and relatives are being considered. A relative told us *"There is lots going on"*.

People's voices are heard, they are treated with respect and dignity where individual circumstances are considered. People are encouraged and involved in decisions which affect their daily life. People are offered choices of meals and refreshments with alternative options readily available.

There is an understanding of the importance of good nutrition. Meals are mostly made using fresh ingredients. Special diets are catered for. The kitchen has a five-star food hygiene rating with varied menus offering daily choice. Mealtimes appear to be a very positive and an enjoyable social event.

People are safe because care workers know what they must do if they suspect a person is at risk or is being abused. They are confident the manager will take the action necessary to safeguard people.

Environment

Service provision is split across three houses within the home, Bluebell, Daffodil and Primrose. The environment provides several themed areas which promotes stimulation and orientation. Many of the communal areas, corridors and bathrooms are themed. The layout of the service enables people to use the facilities available to them safely. Décor is designed to stimulate and assist orientation. There are numerous sofas for people who prefer to lie down in lounge areas. Washing machines are available in functional kitchenettes. The home ensures the environment supports people to achieve their personal outcomes. This could be further enhanced by storing continence aids out of sight in people's bedrooms. A refurbishment plan is in place to develop the environment and support people. Areas are earmarked for redecoration.

People live in an environment which is suitable for their needs. There is a programme of redecoration with some areas completed and some work yet to be done. Furniture and fixtures are well maintained. People's bedrooms are personalised with items of furniture, pictures, photographs, and items important to the individual. Bedroom doors have the person's name displayed to help orientate. There are several communal lounges for people to socialise; these feel homely with ornaments, pictures, and points of interest. There are no malodours and care workers are complimentary about the housekeeping staff.

People have easy access to an internally enclosed patio. There is also access to external gardens that offers people and their visitors' attractive areas to sit and socialise in warm weather.

Infection prevention and control measures are in place. There are sanitation and Personal Protective Equipment (PPE) stations located throughout the service. COVID-19 testing procedures are in place for all visitors. There are appropriate and safe measures to facilitate relatives and friends to visit. This is being kept under review. To further strengthen infection control measures, we recommend that clean towels in bathrooms are kept in cupboards and not exposed to the atmosphere. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. There are thorough maintenance checks, servicing, and audits in place.

There are arrangements in place to minimise risks to people's health and safety. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales.

Leadership and Management

People can be clear about the services that are provided at the home. The statement of purpose (SOP) is a key document setting the homes aims and objectives. It provides a detailed picture of the service offered, and clearly demonstrates the range of health and care needs the service will provide support for, including any specialist service/care provision offered. The SOP could be further developed to include details relating to complaints and advocacy.

A dedicated, well-organised manager has responsibility for the day-to-day running of the service. People and their relatives praise the staff and management team. Comments include *“I have no worries about my mum living here”*, and *“I think this is a very good, well-run home, the manager and staff are very good”*. Throughout the period of the inspection, staff interact and support people in a caring and respectful manner, which adds to the welcoming and happy atmosphere in the service.

A stable staff team are familiar with people’s needs and preferences and interact in a kind and caring manner. There is a long-standing team of care workers working in the service, with minimal staff turnover. Care workers are competent, knowledgeable, and supported to care for the people living in the service. They attend a range of mandatory and service specific training and records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling practices.

Care workers feel well supported and able to go to the manager and management team with ideas or concerns and are confident of getting a helpful response. Care workers do not work excessive hours and one said *“there is always enough staff. We can sit with the residents”* adding they do not feel rushed.

Morale amongst staff is good. Care workers and other staff are motivated, and they feel part of a team. Care workers appreciate having the time to give to people, knowing their colleagues understand that each person’s care takes as long as necessary. Care workers say they look forward to coming to work and have a good work-life balance.

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken the three-monthly Regulation 73 visits. CIW have received copies of their reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly.

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

Date Published 02/08/2022