



## Inspection Report on

**Ty Aberdafen**

**The Brain Injury Rehabilitation Centre  
The Avenue Morfa  
Llanelli  
SA15 2DP**

## **Date Inspection Completed**

12/09/2022

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## About Ty Aberdafen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Disabilities Trust
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

This was a focused inspection and on this occasion we did not consider the environment in detail.

Overall, Ty Aberdafen has a positive atmosphere which helps people and visitors feel at ease. Care workers are enthusiastic and strive to make a positive difference to people's lives. People told us they do things that are important to them and family members say they are very happy with the support their relatives receive. A new manager is currently reviewing all aspects of the service provided. Care workers say they feel well supported by senior staff generally, although most members of the staff team say it has been difficult over the past year due to staff shortages throughout that time. All employees attend training relevant to their roles and say it helps them to support people appropriately.

### Well-being

Overall, care workers and the senior staff team support people well. Care workers are aware of the importance of each person's well-being. They listen to people's opinions about the care and support they receive. Personal plans broadly reflect each person's support needs. Care workers talk to people and/or their representatives to review any changes to their care and support needs, but these changes are not consistently recorded.

People are happy and keep themselves as busy as they wish to be. One person said, *"I do like it here. Everyone is very helpful."* A relative said, *"They have worked wonders with x, they really have, and it's been difficult for us all."* Care workers support people who are moving on to other accommodation involving the person and their families and/or representatives throughout the assessment process, together with all the practical aspects of moving. The manager is also reviewing those people who for whatever reason, have plans in place to move on but now wish to stay at the home.

People feel safe. Care workers treat people with dignity and respect. When people first arrive, they have a service user guide which describes what they can expect from the home as well as details of the complaints process should they need to use it. Care workers have regular safeguarding training updates and are aware of current best practices. They told us senior staff members support them well and are always available for advice if necessary.

People say the staff team support them well. The provider has specialist healthcare professionals such as a speech and language therapist and a physiotherapist on-site, but there have been problems with retaining a consistent staff team over the past year. This has meant some responsibilities cannot be delegated to colleagues because the home is being staffed by agency care workers who do not always know people well.

There is regular sharing of communication within the staff team, but some employees say handovers can often be chaotic, with a lot of information being relayed in a short space of time. The manager, who is aware of this issue, is currently looking into ways to improve the process.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home. Care workers who are self-isolating due to current Covid policy are asked to relocate to other areas of the service where they can continue to work without affecting others in the home.

Senior clinical staff consider a range of information to ensure they can meet people's needs before admission to the home. However, the staff team are still not regularly reviewing peoples' care records. Neither are they inviting people, their relatives and/or representatives to be involved in those reviews. This was highlighted at the last inspection in November 2021 and is placing people's health and well-being at risk because the manager cannot guarantee care records are always up to date. Therefore, we have issued Priority Action Notices regarding these issues and expect the provider to take immediate steps to make improvements. We note the manager is aware of this and has already started to address the issue.

As this was a focused inspection, we have not considered this theme in full. But people continue to receive support in a suitable and lively environment. The home is safe, warm and clean and people say they feel comfortable and happy living at Ty Aberdafen. There have been issues with the internal front doors to the building, but this is now resolved so people can leave and return as they wish.

Overall, the provider has a clear vision of the support it strives to provide. The Responsible Individual and other senior staff maintain regular contact with people in the home and the staff team. Staff meetings give all employees the opportunity to discuss their work and to keep up to date with developments in the service. Regular discussions take place with peoples' family members and professionals involved in their care. All audit findings are summarised in regular quality of care reports which identify actions and planned improvements for the home.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Senior staff ensure all care records clearly state any risks to people's well-being and detailed risk management plans help to keep people safe and as independent as possible. The manager is reviewing the provider's policies so they remain up to date. 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 the manager but would contact external agencies such as the local safeguarding office.

As far as possible, the provider ensures there are knowledgeable and skilled care workers to provide the right support for people. Care workers undertake training relevant to the people they support - they say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. However, there have been ongoing problems regarding staff recruitment, together with the retention of a consistent staff team throughout the past year. This has impacted on the staff team's well-being, with agency care workers making up the numbers for long periods. To improve consistency in the short term, the manager has now arranged for familiar agency care workers to be available for people, until a more stable, permanent workforce has been recruited.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
16	The provider is noncompliant because they have not completed reviews of care plans 3 monthly.	Not Achieved
16	Three monthly reviews have not been undertaken and family and representatives have not been invited to reviews	Not Achieved

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** 28/09/2022