



Inspection Report on

Llysfaen

**Ty Gurnos Newydd
Gurnos Road
Merthyr Tydfil
CF47 9PT**

Date Inspection Completed

08/09/2023

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About Llysfaen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Merthyr Tydfil County Borough Council Adults and Children's Services
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	10 March 2023
Does this service promote Welsh language and culture?	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

An unannounced focused inspection took place to consider a Priority Action Notice issued at the last inspection. This relates to the theme of the environment as the premises were not sufficiently safe in all areas. We did not consider the themes of care and support nor leadership and management during this inspection. We found suitable and appropriate improvements have been made to the environment. The home is safe, and people benefit from a pleasant home environment. More generally, we saw people were well-supported at Llysfaen and received person-centred care.

Well-being

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

People are treated with dignity and respect at Llysfaen. People appeared well cared for, at ease in their environment, and appropriately dressed. There were sufficient staff to provide support. We saw people's activity planners, with plans for people to go into the community regularly throughout the week. People were either accessing the community during the inspection, or in the process of getting ready to go out. People at the service were being supported to undertake activities of their choosing, with their choices and wishes being respected. Staff interact with people in a caring and respectful way. People's care files contain recently updated care and support plans which are person-centred and detailed.

Environment

As this is a focused inspection, we have not explored this theme in full. We will consider those areas raised as a Priority Action Notice, as well as feedback provided by people.

People can be assured the environment supports people to achieve their wellbeing. All areas previously considered as being unsafe have been addressed, and people benefit from a pleasant home environment more generally. All rooms and areas are now secure, with a system in place for staff to access these areas when required. All fire exits are clear of obstructions. All items are stored appropriately.

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
57	The service has not ensured risks to the health and safety of individuals are reduced so far as reasonably practicable.	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
16	Reviews of personal plans do not include a review of the extent to which the individual has been able to achieve their personal outcomes.	Reviewed
16	There is not any evidence of the service provider involving the individual or representatives in reviews of personal plans.	Reviewed
21	Processes to protect and promote the well-being of people are not always followed.	Reviewed
80	The quality of care and support review reports do not provide an assessment of the current standard of care and support, nor recommendations for the improvement of the service.	Reviewed

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