



Inspection Report on

Haulfre

**Llangoed
Beaumaris
LL58 8RY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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Description of the service

Haulfre is situated in a rural location within its own extensive grounds, on the outskirts of Llangoed village. The provider is Anglesey County Council and they are registered with Care Inspectorate Wales (CIW) to provide personal care for up to 19 people aged 50 years and over. A responsible individual has been nominated by the provider; Cheryl Price is the manager and she is registered with Social Care Wales. On the day of the inspection 17 people were using the service.

Summary of our findings

1. Overall assessment

People are involved in creating their care plans and they receive their care and support in their preferred way. Care plans are kept under review but not always updated following any changes and this is an area where the service could improve. Care and support is provided within a pleasant environment by staff who are well liked, recruited safely, receive relevant training and good managerial support. Staff promote people's health, physical activity and independence, as far as possible, and support is provided to take part in social activities. People's views regarding the quality of the service they receive are sought and comments received are responded to.

2. Improvements

Since the last inspection the following improvements have been made at the service:

- Medication charts are completed in accordance with pharmaceutical guidelines.
- All radiators, which are not temperature regulated, are suitably covered and protect people from the risk of scalds.
- Vinyl gloves are securely stored. This protects the safety of people with cognitive impairment.
- All free standing wardrobes are secured to the wall. This reduces the risk of people who are at risk of falls pulling them upon themselves.

3. Requirements and recommendations

Section 5 of this report sets out our recommendations to improve the service. These include the following:

- care plans

1. Well-being

Summary

Activities and regular outings in the mini bus are provided to encourage social interaction. People are supported by staff they like and their independence is protected as far possible.

Our findings

People are supported to maintain their hobbies and personal interests. Care plans recorded people's individual interests and their hobbies which enabled staff to provide person centred activities. People told us they spent their day as they wanted, reading the local newspaper, chatting with friends, spending time with their visiting relatives or watching television. Staff spent time talking with people, listening to their stories about their lives and sharing information about events in the community. We saw people taking part in a game of bingo, and this activity provided an opportunity for interacting with others, reminiscing and for keeping the mind active. People had opportunities to go on various local day trips, using the service's mini bus, with a trip to Ireland planned for the near future. We saw photos of one person, with a lifelong interest in football, visiting their team's stadium for a tour which staff told us they had greatly enjoyed. People are able to do things that matter to them.

People are encouraged to maintain their independence and to develop their individual skills. We saw people being encouraged by staff to do as much as possible for themselves, with support provided when required. For example, we saw one person using their frame to walk to the dining room, with staff following closely with a wheelchair, should the person need to stop for a rest on the way. This enabled the person to feel safe and to remain mobile for as long as possible. People's care plans recorded what they were able to do for themselves as well as the tasks they required staff's support. This aided staff's understanding of people's abilities and highlighted the importance of encouraging people to maintain their level of independence. People's potential is maximised.

People get on with and like the staff who support them. We saw staff speaking with people in a respectful manner, in the person's preferred language, be it Welsh or English and showing an interest in what people had to say. People appeared relaxed and at ease in staff's company and they told us staff were always courteous towards them. We were told: *"I'm very happy here, the staff are all great"* and *"I like having a laugh and a joke with the staff"*. We saw staff protecting people's dignity by offering assistance with personal care discreetly. People feel they belong and have safe, positive relationships.

2. Care and Support

Summary

People and their families are involved in creating their care plans, their needs are recorded in detail which enables person centred care to be delivered. Staff are familiar with people's needs, however attention is required to ensure care plans are kept up to date.

Our findings

People are supported in various ways to maintain their general health and to keep physically active. We saw staff encourage and support one person to complete their physiotherapy exercises and they praised the person's efforts. People were encouraged and supported to walk short distances, both inside and outside the premises, in order to increase their levels of physical activity. The risk of falls was managed using a recognised falls management tool and we saw the manager had completed a falls audit. The audit considered the times and location of falls sustained, and we discussed with the manager including other relevant factors, such as the environment, in order to further develop the audit. Following this inspection and prior to completing this report we saw the manager had done this. A visiting health professional told us the staff *"work well with us, they always follow advice provided, no problems at all"* and this helped people to manage their health conditions. People told us arrangements were made for them to see a Doctor when required and we saw records which confirmed this. In relation to diet, people told us *"the food is absolutely fantastic"* and *"good traditional food"* and we saw records which indicated people had a healthy, nutritious and varied diet. People were regularly weighed and referred to a dietician when specialist support was required. At the previous inspection we recommended medication charts were signed after people have taken their medication and during this inspection we saw this was happening. People are supported to be healthy and active.

People's care plans record their individual needs and how they would like to be supported; however documentation is not always updated following a change. We saw people had been involved in creating their care plans and their preferences in relation to how they wished to be supported were recorded. The times people preferred to get up in the mornings and go to bed in the evenings were recorded, which demonstrated a respect towards people's preferred daily routines. People's specific care needs were recorded in detail which assisted staff to provide a consistency of support. Care plans were regularly reviewed but not always updated following a change in people's needs. We saw one person's care plan did not reflect a change in their needs in relation to their behaviour, however the staff we spoke with demonstrated an awareness of the change and the support the person required. We discussed this with the manager and the relevant care plan was immediately updated. We recommended people's care plans were updated following a change in their needs to ensure staff had access to up to date written information regarding people's needs. In relation to people with cognitive impairment, we

saw referrals were made appropriately to the local authority for Deprivation of Liberty Safeguards (DoLS) authorisations and we, CIW, were also informed when this had occurred. DoLS ensure the restrictions in place to protect people with memory problems from harm are the least restrictive possible option available. People receive the right care, at the right time the way they want it.

3. Environment

Summary

The environment is safe, homely and generally well-maintained, with people's own rooms personalised to reflect their own interests and tastes. Communal space is available for people to meet with others and smaller lounges are also provided. Lawn gardens and outdoor seating areas are also available.

Our findings

People are cared for within pleasant, comfortable and personalised surroundings. We saw the front door was unlocked but a sensor alerted staff when we entered the building. A record was kept of all the people who had visited the building and we were asked to sign the signing in book upon our arrival. We undertook a tour of the premises and found it to be comfortable and homely. All the areas we viewed were clean, tidy and mostly well maintained. We saw some corridors were in need of redecorating and some doorframes required repainting. The manager told us arrangements had already been made for a painter to work at the service in the near future. People's bedrooms were personalised with their own items of importance and photos of their families. People could therefore feel comfortable, and at home within their own rooms. Communal lounges were available where people could sit and watch television with others, if they chose to. There was also a large conservatory and extensive gardens, with seating areas, available for people to enjoy. The dining room was spacious with tables nicely laid with fresh linen ready for people to sit and have their meals. Panoramic views of the sea and the surrounding countryside could be seen from many of the rooms within the building. The pleasant environment contributes to people's sense of belonging and also of being valued.

Risks to people's safety from within the environment have been identified and removed. Action had been taken by the manager following the previous inspection in response to the recommendations we had made to improve the safety of the environment. The communal rooms and bedrooms were seen to be accessible, spacious and free of any trip hazards. People were observed walking safely within the service. The fire alarm was tested weekly and we saw written evidence confirming this. The emergency lighting was tested monthly, also confirmed by written evidence. The kitchen had been awarded a score of 5 (very good) by the Food Standards Agency and we saw food temperatures were recorded as part of the food hygiene arrangements. People benefit from living in a safe environment.

4. Leadership and Management

Summary

People are supported by staff who have been recruited safely, who receive relevant training and good managerial support. Opportunities are regularly made available for people to share their views regarding the service they receive, both formally and informally.

Our findings

There are systems in place to measure the quality of the service in relation to outcomes for people who use the service. We saw a quality of care report, dated August 2018, which involved gathering feedback from people, their relatives and professionals in contact with the service. Regular resident's meetings had also occurred during which people were asked their views regarding the service they received and action plans recorded the action taken in relation to what people had said. This evidenced that the service had listened and responded to what people said. We also saw reports produced by the responsible individual which evidenced their continuous monitoring of the service provided. People receive high quality care from a service which sets high standards for itself, is committed to quality assurance and constant improvement.

People can be assured the service uses appropriate recruitment methods and provides support and training to its staff. We looked at three staff files and saw appropriate checks were made before people started to work at the service. New staff followed the Social Care Wales' induction framework which helped develop staff's skills and knowledge in relation to working with older people. The staff we spoke with told us they enjoyed their work and they felt valued and supported by the registered manager. The staff and the manager were receiving regular supervision which allowed the opportunity to discuss practice matters and to identify any future training needs. Over the past 12 months staff had received training in several key areas including administering medication, safeguarding, dementia awareness, and mental capacity. Regular team meetings were also held to discuss relevant matters. People benefit from a service where the well-being of staff is given priority; staff are well lead, supported and trained.

Staffing levels reflect the needs and numbers of the people who use the service, ancillary staff are provided but currently no housekeeping staff are available. Staff told us they felt staffing numbers were appropriate and we saw people's needs were met as they arose. A cook and kitchen assistant were provided which meant care staff could concentrate upon spending time with people and meeting their care and support needs. Staff told us they attended to cleaning duties, as well as the laundry and they confirmed completing these tasks did not affect their ability to support people. We discussed this with the manager and they assured us they were currently recruiting for this role and they were regularly monitoring the situation to ensure the absence of a housekeeper did not negatively impact

upon the care and support people received or the level of cleanliness of the building. People benefit from an efficient service where the best use of resource is made.

There are processes in place to receive and respond to any complaints regarding the service. People told us they knew who to speak to if they had a complaint and they felt able to do so. There was a complaint policy available, which informed people of the complaint process, this was included within the service user guide. The registered manager told us no complaints had been received over the past 12 months. People are able to express their concerns.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

No areas of non compliances were identified at previous inspections.

5.2 Recommendations for improvement

We recommend the following:

- People's care plans should be updated in a timely manner to reflect any changes in their care needs.

6. How we undertook this inspection

We, Care Inspectorate Wales (CIW), carried out this unannounced inspection as part of the annual programme of inspections. The inspection was conducted on the 14 September 2018 between 09:15 am and 3:45 pm. The following methods were used:

- We undertook an inspection of the building, viewing communal areas, the dining room and a sample of bedrooms.
- We spoke with:
 - four people using the service
 - three members of care staff, the cook and the manager
 - a visiting health professional.
- Questionnaires were used to seek the views of people using the service, their relatives, staff working at the service and professionals working with the service.
- We scrutinised a range of records. We focused upon:
 - three people's care records
 - three staff records
 - food menus
 - minutes of a resident's meeting held on the 21 August 2018
 - the statement of purpose
 - the annual quality assurance report dated August 2018
 - the responsible individual's regulation 27 reports dated November 2017, March 2018 and June 2018.
 - Other records relating to the operation of the home.
- We did not use the Short Observational Framework for Inspectors (SOFI 2) at this inspection. This was because all of the people using the service were fully able to express their views regarding the service they received.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Adult Care Home - Older
Registered Person	Isle of Anglesey County Council
Registered Manager	Cheryl Price
Registered maximum number of places	19
Dates of previous Care Inspectorate Wales inspection	17 & 18 August 2017
Dates of this Inspection visit(s)	14 September 2018
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This service provides the Welsh language active offer which means people can receive a service in Welsh without needing to ask for it.
Additional Information:	