



Inspection Report on

Pen y Graig

Brynteg

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

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Description of the service

Pen Y Graig is a two-storey farmhouse situated in a rural location on the outskirts of Benllech, Anglesey. This is a family run service providing support and accommodation for three adults with learning disabilities. The service has nominated responsible individuals, and the registered manager is Karen Thomas. Three people were residing in the home on the day of inspection.

Summary of our findings

Overall assessment

Pen Y Graig is homely service providing a comfortable home and an enabling environment for people to live fulfilling lives. People living in the service are supported to be as independent as possible and are treated as part of the family.

Improvements

Diaries are kept to promote communication between the family and staff relating to any appointments or health care needs for people.

Requirements and recommendations

The service is meeting legal requirements. Section five of this report sets out our recommendations to improve the service. This includes:

- A reminder to send notification to Care Inspectorate Wales (CIW) if there should be any incidents, changes in health status for people or accidents.

1. Well-being

Summary

People living in Pen Y Graig are treated as part of the family and are supported to have daily choices and independence. People can attend work placements and are encouraged to have interests and hobbies.

Our findings

People have a sense of belonging in the home. We saw people living in the home were treated in a warm, familiar way by the staff. Staff knew of people's needs, likes and hobbies and easily engaged people's interest. People helped around the small holding feeding dogs, chickens, ducks, horses, pigs, goat and cats. People spoke in an animated way of the animals; people had named some of the animals and expressed fondness for them. We saw that people helped staff grow vegetables and fruits and had a poly tunnel in the garden, they told us of the large tomato harvest they had this year. We saw from daily diaries that people helped choose meals for the day and we saw people donning aprons and helping out in the kitchen, staff advised people as to healthy food options and eating five portions of fruit and vegetables a day for good health. We saw people returning from day placements, they were greeted warmly by staff and chatted happily with each other and staff. People called the responsible Individual, (RI), "*Mum*". People told us that they were happy in the home and felt part of the family. People benefit from warm, appropriate relationships.

People are supported to be active. We saw from daily diaries that people engaged in many hobbies which interested them. A person told us of going to see films which they enjoyed. Another person enjoyed riding and looking after the horses. We heard the RI plan a BBQ for the week-end with people; they were looking forward to it and started planning the menu. They also planned a shopping visit with the RI to purchase garden umbrellas. People were supported to attend work placements and told us that they enjoyed going to work and meeting friends. We saw that people had a large collection of films, music, books and arts and craft supplies. A person told us they were enjoying the watching the World Cup and liked watching TV in the evenings with the family. People can choose to be as active as they wish to be.

People have choices in daily life. We heard staff ask people what they wanted to do with their evening and saw that people had options to do what they enjoyed. We saw from the support files that people could chose which staff they wanted to be supported by i.e. some people preferred to have personal care from staff of the same gender. People were supported with when to go to bed and get up, staff helped them get ready for work and provided lifts for dropping people off and picking them up after work. People were involved with menus and their individual favourites were added into the weekly plan. People could choose to spend time with the family or have privacy to watch TV in their rooms. We saw a person sitting outside in the sun listening to the radio which was their preference. We saw from the care and support files that they contained lots of personal detail regarding people's likes, dislikes and chosen routines. People are supported to be individuals and independent.

2. Care and Support

Summary

People's health is closely monitored and staff refer people to professionals in a timely way. People can access appropriate care and advocacy as required. People are supported in a person centred manner.

Our findings

People receive the right care at the right time. We saw from the care and support files that people had regular GP reviews and could access the district nurse service if required. We saw that a person with swallowing difficulties had been seen by the dietician and speech and language therapist. Staff carefully documented professional's advice and followed the soft diet guidance. People are supported to maintain their health.

Staff are aware of advocacy needs. Staff told us of advocacy arrangements which were sourced through Social Services. We saw from care and support files that advocacy details were in place. Each person had a charter of rights within their care files. People's rights are protected in the home.

People's support plans are person centred. We saw that support files were very detailed and colourful. Staff demonstrated that people were partners in their care as documents such as "*My Story*" and "*Things you need to know to support me*" were filled out with lots of personal detail regarding the individual. A list of people important to the person and their contact details were also included in the files. A one page profile with a summary of the person's history and needs with a photo was also in the files. People's diagnoses and medicine needs were well documented with detailed instruction such as management of seizures. Care and support plans were regularly reviewed and updated as were health and safety assessments. People are central to their plan of care and support.

3. Environment

We do not comment on people's own homes, however, we were invited to view people's bedrooms and saw that they were fit for purpose.

Our findings

We do not inspect people's own homes. We were invited to view people's rooms and saw that they were personalised to the individual's taste. We saw that people had TV and radios and lots of books, films, and art and hobby supplies to keep people stimulated. People told us that they liked their rooms and had all that they needed in them. The manager showed us the fire escape windows and doors in the building which ensured an escape for people in event of a fire or emergency. People are cared for safely and are happy with their environment.

4. Leadership and Management

Summary

The service focuses on providing homely care which supports individuals to be as independent as possible. Staff are well supported, trained and supervised.

Our findings

Staff are well trained. We saw that staff could access mandatory training and courses in subjects of interest to help with their daily work. A member of staff told us that training was done on-line and by attending local events. A member of staff was attending a Welsh course in order to provide the 'active offer' of Welsh to people. We saw staff's training certificates in their files covering such subjects as food safety, first aid, epilepsy awareness and Mental Capacity Act to ensure their care practices were up to date. Staff receive adequate training for their daily roles.

Staff are supported and supervised. Staff told us that they work well as a family, supporting each other and providing cover. We saw from the staff files that staff were given regular supervision and an annual appraisal. The RI gave the manager an annual appraisal and regular supervision to provide support for their role. The family and staff support each other and provide supervision.

The service keeps paperwork appropriate to the registered service. We saw that staff files were complete, and detailed; however, a Disclosure and Barring Service (DBS) check was out of date. We were shown tracking codes for the new application but it was slow in coming through. We were assured that we would be informed as soon as the DBS checks were complete. We saw that fire checks were carried out weekly and insurance certificates were in place. We saw several health and safety risk assessments to ensure people's safety such as use of a fire and heating. We were shown the statement of purpose guide which had been updated to comply with the Regulation and Inspection of Social Care Act (Wales) 2016 (RISCA). We reminded the RI the statement of purpose would need to be detailed in order to comply with RISCA. We reminded the manager to send any notifications via the RISCA system once the service was registered and to inform us of things such as falls, accidents or incidents. The service keeps appropriate records.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

We reminded the registered person to notify CIW should there be any accidents, incidents, or changes in people's health status. We advised the registered persons to follow CIW guidance regarding the statement of purpose to ensure its suitability for RISCA registration.

6. How we undertook this inspection

This was a full, unannounced inspection visit conducted as part of our inspection programme. We visited the home on 4 July 2018 between the hours of 4pm and 7pm.

The following methods were used:

- We spoke with three people living in the home, a member of staff, the manager and responsible individual.
- We were invited to view people's rooms.
- We looked at three care and support files and daily activity diaries.
- We looked at staff files, training and supervision records for all staff.
- We looked at a range of records kept by the registered service and concentrated on insurance certificate, weekly fire checks, first aid box checks, maintenance file, and health and safety information.

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

www.careinspectorate.wales

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About the service

Type of care provided	Adult Care Home - Younger
Registered Person(s)	Henry Roberts Susan Roberts
Registered Manager(s)	Karen Thomas
Registered maximum number of places	3
Date of previous Care Inspectorate Wales inspection	5 January 2017.
Dates of this Inspection visit(s)	4 July 2018.
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	Yes.
Additional Information:	

No noncompliance records found in Open status.