



Inspection Report on

Gwyddfor Residential

**GWYDDFOR CARE HOME
BODEDERN
HOLYHEAD
LL65 3PD**

Date Inspection Completed

9 January 2020

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About Gwyddfor Care Home

Type of care provided	Care Home Service
Service Provider	Gwyddfor Residential Ltd
Responsible Individual	Glyn Williams
Registered maximum number of places	28
Date of previous Care Inspectorate Wales inspection	First inspection under RISCA (Regulation and Inspection of Social Care (Wales))
Dates of this Inspection visit(s)	09/01/2020
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	Yes

Summary

People have choice about every aspect of their day, and the care staff support them according to these preferences. Activities are numerous, stimulating, therapeutic and fun, and relationships between staff and people living in the home are respectfully familiar. People are fully encouraged to use their strengths to maintain and promote their independence; a range of equipment and some exercise based activity helps people to stay mobile and healthy. People enjoy the food, which is varied, nutritious and served according to people's time preference. People speak highly of the care staff and we saw they are kind, patient, respectful and obviously enjoy their work. The home itself is well designed and furnished with thought for people's needs. People are happy living in Gwyddfor.

1. Well-being

People are fully involved in their care, prior to and following admission. Their views, wishes and preferences are documented in personal plans, and care is provided in a way that respects these wishes. Care staff spend time making sure people carry out their day as they want to, mealtimes vary according to people's preference. Rooms are individual and furnished with items that matter to people and care staff positively promote independence. People enjoy living in the home and praise the care provided.

The person in charge and staff at the home make sure people's health and well-being is paramount. We saw care staff provide support that reflects the expert advice from visiting professionals and they assist people with their health related appointments. A range of suitable activities help to keep people stimulated and the gardens provide space for exercise. Staff are trained in areas important to the well-being of people in the home and they are employed in sufficient numbers to ensure unrushed time can be spent with individuals. Food is nutritious, varied and served in good portions to ensure people are satisfied and nourished.

People are safe and protected by the practices in the home. Risk assessments are completed in a way that promotes independence while keeping people safe. Any decisions to restrict a person's freedom are only taken following meetings with the person, their family and relevant professionals. Care staff have received training on safeguarding and protecting vulnerable people.

The home has been designed to enable people to live comfortably doing things they want to do as safely as possible. Great thought has been given to furniture, pictures, signs and décor, all of which help people to make full use of the building, recognise their environment and where they are. The manager checks rooms on a daily basis to ensure they reach the expected standard and the maintenance staff address any areas for improvement. People are happy and say they enjoy living in the home. We saw it is well suited to the people who live in it.

2. Care and Support

People know the person in charge of the service has an accurate plan of how all of their needs should be met. We saw there are personal plans in place for everyone at the service, co-produced by the manager and each individual, and these instruct care staff comprehensively. Assessments completed prior to people moving into the service focus on people's aspirations and preferences and record people's interests, past and present.

A documented consultation process takes place with people living in the service, so that personal wishes, aspirations, strengths and areas for which support is needed are accurately identified. We saw personal plans include all of this information gained from people, their relatives and other professionals. People use the Welsh language freely, with confidence they will be understood. Many of the staff speak the language and we heard people conversing in Welsh throughout the day. Care staff understand specialist needs such as dementia care. A robotic cat provides entertainment and comfort to some and we saw visual aids being used so people recognise where they are. The well-advertised activities are varied and adapted to suit people's needs. They range from walks in the garden, cheese and wine sessions, beauty and grooming as well as traditional games such as dominoes. Care staff are well trained to provide a good service to people living in the home. We saw the menus include lots of nutritious healthy food and a variety of vegetables. Meal portions are generous. People arrive to dine at different times according to their preferences and we saw intake is monitored so that any changes in appetite can be quickly spotted. All people we spoke with had high praise for the care they receive and the care staff who provide it.

Care staff and management at the home support people to appointments to promote their health and well-being. Records clearly evidence a good level of input from other professionals, their expertise is valued and advice and support acted on. We spoke with a visiting community nurse who was complimentary about how competent and co-operative care staff are. They said "*we work well together*" and "*I only have positive feedback to share*". We saw care staff act quickly and effectively to reassure a person who was agitated, they were kind, patient and respectful.

People are kept as safe as they can be, their well-being protected. Proper measures are taken to ensure any restrictions on a person's freedom are only made when necessary to promote their well-being. Relevant professionals, family and the individual are involved in any such decisions. We saw prompt appropriate action had been taken to deal with a care staff who had not acted as expected. Some risk is encouraged to maintain a person's independence and risk management strategies support this.

Medication systems are safe, with secure storage and careful administration. The care staff responsible for giving people their prescribed drugs are trained to do so and regular audits of records provides extra assurance of safe practices. Some people take care of their own medication with risk management plans to support them.

3. Environment

The people who own Gwyddfôr have adapted and furnished the home in a way that supports people to be as independent as possible and to carry out their day to day lives in a way that suits them. The home is clean, safe and well-kept with a maintenance worker on site to quickly perform any repairs or replacements. Security measures prevent uninvited intruders. People's bedrooms are individual, personalised with their own trinkets, pictures and, in some cases, furniture. There is various equipment in use to assist people in their daily activities and this is stored out of the way when not in use. Furniture is specially selected to help people maintain their independence, such as transparent drawers so people can see what is inside them.

Risks are managed well in the home. The manager checks rooms on a daily basis to ensure they are kept as expected. Furniture has curved edges and floor sensors alert staff when help is needed. Frequent fire drills keep people aware of what they need to do in the case of such an emergency, boilers and water temperatures are tested and equipment is routinely inspected and maintained.

4. Leadership and Management

There is a documented 'statement of purpose', which accurately informs people of what they can expect when they live in the home. Services are provided to people with a range of needs. People we spoke to are extremely happy with the service they get and professionals also gave very positive feedback. The training assessor confirmed staff are putting into practice what they are learning and paying "*attention to detail*".

There is effective oversight of the service by the owner of the home. We saw the manager's audits completed on various areas of the service.

The person in charge of the service makes sure there are adequate staff on duty to perform the various roles. We saw plenty of care staff working on the day of our visit and one regular visitor told us staff are attentive and always around. Records show their suitability for the role has been checked through gaining references and criminal records checks, and examining previous working history. They are competent, caring and supported by good management. Care staff told us they enjoy working in the home, feel very supported and "*couldn't ask for a better manager*".

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None.

5.2 Recommendations for improvement

None.

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www.careinspectorate.wales

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