



Inspection Report on

Yr Hen Rheithordy

**Old Rectory
Amlwch
LL68 0PY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20 December 2019

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Description of the service

Yr Hen Rheithordy is a care home service located in the village of Llanfellech, near Amlwch, on the Isle of Anglesey. Cartrefi Cymru Co-operative Ltd is registered to provide a service for up to five people, with learning disabilities and physical disabilities. Adrian Roper is the appointed responsible individual (RI) and there is a manager in place, who is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

Action has been taken following the previous inspection to improve most of the areas, within the environment, which required attention. This has improved people's comfort, sense of self-worth and further protected their health and safety. Some areas still require attention and we expect the provider to take action regarding these remaining issues. Recommendations were made on how the environment could be made safer for people and to improve recording of the managerial monitoring regarding the environment. We found compliance with the regulations were met at this inspection.

2. Improvements

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

- New kitchen worktops, flooring, cooker extractor fan and deep fat fryer have been provided;
- Most of the areas which needed painting have been attended to;
- Infection control practices have improved due to the provision of foot operated pedal bins and paper hand towels in the bathrooms and toilets.
- A cleaning schedule has been introduced and the manager has increased their monitoring of the standard of cleanliness within the environment.

3. Requirements and recommendations

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

- Recording of when the inbuilt fridge water dispenser is cleaned and the water changed.
- Replacement of the shower chair and the provision of a step to aid people to get in and out of the bath safely.
- Recording of checks made by the registered persons of the cleanliness and maintenance of the environment.

1. Well-being

Our findings

People feel valued because their care and support are provided within a clean, homely and mostly well-maintained environment. Due to the improvements made to the cleanliness of the building, the kitchen facilities and infection control practices, people's health and safety were better protected. Attention given to the maintenance and the décor helped to promote people's comfort and their sense of self-esteem. Regular monitoring checks were completed by the manager to oversee the improved levels of cleanliness were sustained. Individual's voices were heard as the RI regularly visited the service and gathered people's views regarding the service they received. People's safety could be further protected by improvements being made to the environment, which included the fire doors, as we saw they still did not fully protect people from potential smoke caused by fire. People are supported within suitable accommodation, which enables people to meet their identified outcomes.

2. Environment

Our findings

Action has been taken to improve the cleanliness and overall upkeep of the environment. At the previous inspection we issued a notice of non compliance due to several concerns regarding the maintenance of the building, potential health and safety hazards and the lack of cleanliness within parts of the building. At this inspection we saw the majority of the areas, which we had highlighted as being of concern, had improved. We saw new kitchen worktops, kitchen flooring, replacement cooker extractor fan and deep fat fryer were provided and the kitchen ceiling had been repainted. We saw the fridge and freezer were both clean, however we recommended staff should record when the in-built fridge water dispenser was cleaned. Further guidance should also be sought in relation to how often the water within the water dispenser should be replaced in order to reduce the risk of harmful bacterial growth. Most of the areas identified as requiring painting had been attended to.

We saw some improvements had been made to the downstairs shower room but further improvements were required. The shower room was clean, a new shower bar had been fixed and no areas of mould were apparent. However, we saw the shower chair still appeared to be stained. The manager told us this was despite efforts to clean the seat and they had requested a replacement shower seat. We recommended the shower chair be replaced as this compromised people's dignity. We saw the ceiling in this room required repainting, the manager told us arrangements were in place for the ceiling to be painted within the next two weeks. We previously noted one of the baths provided required a step to be in place in order for people to safely step in and out of the bath. The manager told us they were still awaiting a step to be provided and we recommended this was still required.

Action had been taken to improve infection control practices at the service. An infection control policy was available for staff to access electronically for guidance. We saw foot operated pedal bins and paper hand towels were provided within bathrooms and toilets. We recommended hand-wash and paper hand towels were provided at the sink within the laundry room so staff could wash their hands, if required. We noticed a piece of lino flooring on the floor outside the laundry room, at the top of a step, was missing. We discussed this with the manager as it could be a potential trip hazard for people and staff using the laundry room, especially when carrying laundry. We recommended this flooring was replaced. We saw the ceiling light in the lounge had been replaced and was seen to be in full working order. The manager told us the sash window panes, which were previously at risk of falling out, had been attended to and we saw an example of this.

All areas we viewed were clean and we saw a cleaning schedule was in place. Managerial oversight was in place to oversee the cleaning tasks were completed as intended. We recommended the manager record their findings in relation to the cleanliness of the environment.

Some areas of the environment previously identified as requiring attention still required attention. At the previous inspection, we highlighted there were gaps at the bottom of the upstairs fire doors. This issue remained outstanding during this inspection. We expect the provider to make the necessary arrangements in order to address this issue.

We conclude, therefore, people are supported within an environment which promotes the achievement of their personal outcomes and overall protects their health and safety.

3. Leadership and Management.

The responsible individual undertakes regular official visits to the service to monitor the performance of the service. Reports were available to evidence the responsible individual's visits to the service which recorded the discussions held with the manager, staff and people who use the service. We recommended the responsible individual also records their ongoing monitoring of the environment, undertaken as part of their official visits. People benefit from a provider level oversight of the service provided.

4. Improvements required and recommended following this inspection

4.1 Areas of non compliance from previous inspections

At the previous inspection, conducted on the 1 August 2019, we issued a non compliance notice to Cartrefi Cymru Co-operative Ltd because they did not meet their legal requirements in relation to:

Regulation 44 (4) (a) (d) (g) (h), (9) (a): The premises.

At this inspection, we were satisfied the regulations were complied with. We saw improvements had been made to the cleanliness of the environment, arrangements were in place for repairs to be made and overall potential hazards were identified and removed.

4.2 Recommendations for improvement

We recommend the following:

- Staff should record when the fridge's water dispenser has been cleaned and guidance should be obtained in relation to how often the water contained should be replaced, to reduce the risk of bacterial growth.
- The shower chair in the downstairs shower room still requires replacing.
- A step into the new bath is still required.
- Hand-wash and paper towels should be available at the laundry sink
- The lino flooring of the step into the laundry room is uneven and could be a trip hazard. This needs to be replaced.
- The manager should record the findings of the checks they undertake to evidence their monitoring of the standard of cleanliness within the environment.
- Some fire doors still have gaps between the bottom of the door and the floor and this would affect the doors ability to provide protection from smoke caused by fire. This requires attention.
- The responsible individual should evidence in writing their observations of the premises, undertaken as part of their official visits.

5. How we undertook this inspection

Care Inspectorate Wales (CIW) carried out this announced focused inspection to consider the area of non compliance identified at the last inspection. This was an announced inspection due to a failed unannounced visit on the 18 December 2019. This inspection was conducted on the 20 December 2019 between 11:45 am and 1:45 pm. Feedback was provided to the manager at the end of the inspection. The following regulations were considered as part of the inspection:

- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- We undertook an inspection of the building, viewing all areas which were of concern during the previous inspection.
- We spoke with the deputy manager and the manager.
- We looked at the following documents:
 - Cleaning schedule for December 2019;
 - Cleaning weekly checklist;
 - Responsible individual's official visits reports dated 25 September 2019 and 27 November 2019;
 - Infection control policy dated April 2019;

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

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	Cartrefi Cymru Co-operative Ltd
Responsible Individual	Adrian Roper
Registered maximum number of places	5
Date of previous Care Inspectorate Wales inspection	01/08/2019
Dates of this Inspection visit	20/12/2019
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This service is working towards providing the Welsh Language active offer.
Additional Information:	

Date Published 18/03/2020

No noncompliance records found in Open status.