



# Inspection Report on

**Lynvor**

**Benllech**

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## **Description of the service**

Lynvor is a detached four bedroom house located within a residential area in Benllech on the isle of Anglesey. The registered provider is Prestwood Residential Homes Ltd, and they are registered to provide care for up to four younger adults (aged between 18 and 64 years) with mental health needs and/or learning disability. One person over the age of 65 years may be included within the total number. Aled Williams is the manager and he is registered with Social Care Wales. There is a responsible individual nominated on behalf of the company. On the day of the inspection three people were using the service.

## **Summary of our findings**

### **1. Overall assessment**

People who use the service are supported to regain and retain their independence and to maintain their general health. Opportunities are available for people to be physically active and to take part in activities which help to support their well-being. People's views are recorded within their care plans which also contain detailed information regarding people's care and support needs. Care plans are not always regularly reviewed and this is an area which needs improvement. Staff are recruited using safe methods, they receive appropriate training and managerial support. Staff records should contain all required information and be kept in better order. In relation to the physical environment most areas are comfortable and homely however some areas are in need of attention.

### **2. Improvements**

Since the last inspection the following improvements have been made:

- Personal development programmes have been introduced which aim to increase people's independence.
- One bedroom is currently in the process of being completely refurbished which will refresh the décor and the facilities provided in this room.

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations for improving the service. These include the following:

- The review of peoples' care plans
- Maintenance of environment
- Fire Alarm tests
- Staff files
- The annual quality of care report

# 1. Well-being

## Summary

Promoting people's independence is emphasised and this aspect of support is being further developed. Support is available to enable people to take part in activities they enjoy.

## Our findings

Opportunities are available to allow people to share their views. Staff told us people were fully involved in decisions relating to the day to day running of the service. A house meeting was held during our visit and we saw people were encouraged to attend and to contribute their views to the discussions. There was an informal feel to the meeting and one person chose to come and go out of the room, as they preferred, and this was accepted. The manager told us they had found different ways of encouraging people to share their views. They told us *"one person tends to form their view in accordance with what they believe we want to hear, so I always check and check again with them, which usually helps them to share their own true opinion"*. People were also asked if they had any other matters they wished to discuss, or any issue at all relating to the service they received. People are able to express their views and opinions.

Although none of the people currently using the service speak Welsh the service is able to partially provide the Welsh language 'Active Offer.' The 'Active Offer' means people can receive a service in Welsh without needing to ask for it. The manager, who was a fluent Welsh speaker, told us he was mindful people who use the service in the future may be Welsh speakers therefore he was working on developing their provision. The manager told us they were currently able to provide some aspects of their service in Welsh, for example some staff members could speak Welsh. We were told arrangements were in place for key service documents to be made available in Welsh and future plans included providing care plans in Welsh. We saw information relating to the Welsh language Active Offer on display within the staff room and the managers office. This indicated the service had an awareness of the Active Offer and was committed to develop their provision. People can partially receive a service in Welsh.

People are encouraged to maintain their independence. Staff told us how they had sensitively and respectfully provided personal care support when a person was unwell. They told us *"X is usually independent and protective of their independence. I offered my support and ensured X understood they only needed support until they felt better"*. The care plans we saw contained information regarding people's strengths and abilities in relation to daily activities. For example, *"I can dress myself if staff put out my clothes in the order which I need to put them on"*. Recording this information for each person helped staff to become familiar with people's abilities and ensure their independence is maintained, supported and encouraged. The manager told us they had introduced outcome focused plans which would help people, with support from staff when required, to identify

personal goals they wished to work towards, with the intention of increasing people's skills and independence. We saw one person's goal was to develop their confidence and their ability to pay at the till when shopping at a local supermarket. There was a clear written action plan in place for staff to follow in order to support the person to achieve their goal. The staff we spoke with were enthusiastic about this new way of working and had several suggestions regarding how people's independence could be further developed. People's potential and independence is maximised.

People are able to participate in individual activities and to be a part of the wider community. We saw people's interests were recorded within their care plans which enabled staff to facilitate person centred activities. One person's care plan and weekly planner recorded they enjoyed going swimming, going for walks and volunteering in a charity shop; the person went swimming with staff during our visit. The manager told us one person used to enjoy going fishing but they had recently lost interest in this hobby therefore staff were working with them to discover alternative interests. Being connected to the local community helps people to feel a part of society, which positively promotes their wellbeing. People can participate in activities and make a contribution to their community.

## 2. Care and Support

### Summary

People's health is promoted, they are happy living at the service and they get on with the staff who support them. Care plans and risk assessments are in place, they record peoples' individual care needs and their personal preferences but they are not always regularly reviewed.

### Our findings

People are supported to maintain their general health and to keep physically active. Physical activity was encouraged and included within people's activities which promoted people's physical health. We saw one person enjoyed swimming, as a form of physical activity and another person enjoyed walking. People were supported to access medical attention when required. During our visit we saw staff arrange for a doctor to visit one person because they were unwell. Following the doctor's visit we heard staff making arrangements to carry out the doctor's advice in order to support the person to improve their health. We reviewed two people's medication charts and saw people were receiving their medication as prescribed, which also supported people to manage their health. We were told medication charts were checked weekly and monthly to ensure people were receiving their medication as prescribed. People are supported to be as healthy as they can be.

Peoples' care plans are detailed, include peoples' preferred ways being supported but are not always kept under review. Care documentation emphasised the importance of working in a person centred way and included detailed information regarding people's life story, what was important to them as well as their likes and dislikes. For example *"it's important that I know who is working with me so I know who to go to if I need anything"* and *"don't give me too much information"*. Recording this information aided staff's understanding of the individual, to see beyond their care needs, and see a person with their own unique identity. People's specific individual care needs were recorded in detail within their care plans. For example, clear information was provided within risk assessments to assist staff to understand known *"triggers"*, and how to recognise early signs indicating an individual was becoming anxious. Specific guidance regarding interventions which were known to calm the person, were recorded as were the measures in place to reduce the known risks. Recording this information assisted staff to provide people with a continuity of care and also to tailor the care and support they provided to each person. Not all of the care plans and risk assessments we saw had been regularly reviewed. We did not see any evidence to indicate this had negatively affected the outcomes for people who use the service therefore we did not issue a notice of non compliance at this point. We recommended this was an area which required improving and we will monitor this at the next inspection. People's individual care needs and preferences are known, understood and anticipated.

People have good relationships with the staff who support them. The people we spoke with told us *"I'm happy here, I like the staff"*. We observed staff interacting in a kind and respectful manner with people over the course of the day. We heard a staff member sharing with other staff, in a sensitive manner, how they had supported a person who was not so well with their personal care that day. This

positive intervention indicated staff were responsive to any changes in people's needs and assistance was provided in a dignified manner, when required, to ensure their care needs were fully met. People have safe and positive relationships.

### **3. Environment**

#### **Summary**

The premises are clean, comfortable, generally well maintained and personalised which contributes to promoting people's well-being. Risks to people's health and safety have mostly been identified and reduced. There are some further improvements required in relation to weekly fire alarm tests and the fitting of window opening restrictors. The manager assured us he had addressed the matter in relation to the fire alarm tests and he promptly fitted the required window opening restrictor.

#### **Our findings**

People are cared for in pleasant and personalised surroundings, however improvements are required to some areas in order to improve people's enjoyment of the environment they live. We undertook a tour of the building and found it, overall, to be comfortable, spacious and clean. We viewed the patio garden area and saw seating areas was provided, with hanging baskets available for people to fill with flowers. A communal lounge was available where people could sit with others and watch television, if they chose to do so. Photos of people taking part in various activities were seen displayed within communal areas which created a homely feel. We viewed two person's own rooms, with their permission, and saw they were personalised with their items of importance and reflected their individual interests. People could therefore feel comfortable and at home within their own rooms. One bedroom, which was unoccupied on the day of the inspection, was being completely refurbished with new flooring and a new en suite bathroom. We saw the house was homely, tidy and fairly well maintained but some minor areas required attention. For example, we saw the covings in the downstairs bathroom were coming away from the wall in one area and the paintwork in some communal areas was scuffed and in need of painting. The manager told us he was aware these areas required work and he would make this a priority following this inspection. The pleasant environment within the well maintained areas of the service contributes to people's sense of belonging, and also of being valued.

Risks to people's safety had been identified and removed throughout the service; some further improvements could be made. The communal rooms and people's own rooms were seen to be accessible, spacious and free of any hazards. We saw the windows on the first floor had opening restrictors fitted in order to protect people's safety but we saw one Velux style window did not. The manager told us they would see to this immediately and we saw evidence this had been rectified shortly after our visit. Personal emergency evacuation plans, (also known as Peeps) which documented the assistance each person required to leave the building in the event of an emergency, were seen. We saw there was an up to date fire risk assessment in place and fire drills were being carried out. The fire alarm and the emergency lighting were tested regularly, as required, but we found some gaps in the fire alarm test records. The manager told us they were aware of this, they had addressed the matter with staff and we recommended he continued to monitor the situation. People benefit from living in a safe environment.



## 4. Leadership and Management

### Summary

Arrangements are in place for gathering people's views about the service they receive and to respond to any complaints made. Staff are recruited appropriately and receive regular supervision, relevant training and managerial support. People can access written information regarding the services provided.

### Our findings

Appropriate recruitment methods are used and staff receive appropriate training and support. We looked at two staff files and saw appropriate checks were made prior to staff commencing work at the service. We could not locate one staff member's Disclosure and Barring Service (DBS) record however the manager retrieved this information from the head office. We advised the manager this information should be available for inspection purposes, in order to fully meet with the requirements of the regulations. We found it difficult to find the relevant information within staff files and because of this we recommended they were kept in better order. The manager told us they had already identified the staff files were not very organised and we were assured this would be rectified. We saw staff were receiving regular supervision which supported them in their roles and helped with identifying any training needs. We discussed training with staff and they told us they had recently received training in autism which they felt helped them to understand the needs of the people they supported. We were told two staff members were attending autism training on the day of the inspection and arrangements were in place for staff to attend first aid and infection control training in the near future. Staff told us *"I'm very happy working here, staff support each other, the manager's great and I've been offered opportunities to progress in my career."* Staff confirmed they had access to good managerial support outside normal office hours, and they always knew which manager was 'on call'. People benefit from a service where the staff are recruited safely, well supported and receive relevant training.

There are systems in place to gather information from people regarding the service they receive and to monitor the quality of the service provided. We were unable to view the service's annual quality of care review during the inspection as this document could not be located. This was because it had been produced by a previous manager and the current manager did not know where it had been stored. The report (dated May 2018) was forwarded to us shortly after our visit and we saw it measured all areas of the service provided. The report noted areas where improvements should be made, identified who was responsible for this work and also set timescales for when this should occur. We recommended the report should be made available to people who use the service in order to fully meet with the requirements of the regulations. We saw reports which evidenced the responsible individual was regularly measuring the quality of the service provided, as is required. People benefit from a service which is committed to quality assurance.

People understand the care and support which are available to them. We saw people, or their relatives, visited the service prior to moving in and this provided the opportunity to meet the other

people using the service, the staff as well as viewing the environment. The pre-placement visit assisted people to make an informed decision whether they felt the care home was a place they would like to live in. A service user guide was available which provided written information regarding the service provided. People benefit from having an understanding of the services provided.

## **5. Improvements required and recommended following this inspection**

### **5.1 Areas of non compliance from previous inspections**

None.

### **5.2 Recommendations for improvement**

We recommend the following:

- People's care plans should be kept under regular review.
- The covings within the bathroom and the areas where the paintwork has been scuffed require attention in order to improve the upkeep of the environment.
- The fire alarm should be tested and recorded weekly.
- The annual quality of care should be made available to people who use the service.
- Staff files should contain the relevant information required for inspection purposes and should be kept in good order.

## 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 18 July 2018 between 09:10 am and 16:10 pm. The following methods were used:

- We undertook a tour of the building, viewing communal areas, the kitchen, the garden and three bedrooms.
- We spoke with:
  - one person using the service
  - one member of care staff
  - the service manager and the area manager.
- We examined a range of records, focusing upon:
  - two people's care records
  - two staff records
  - staff training records
  - medication charts
  - fire safety records
  - the annual quality of care report dated 01 May 2018
  - responsible individual reports dated 14 September 2017, May 2017, December 2017, March 2018.
- Questionnaires were sent to the service to seek the views of people using the service, their relatives, staff working at the service and professionals working with the service. At the time of writing this report no completed questionnaires had been returned to us.

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

[www.careinspectorate.wales](http://www.careinspectorate.wales)





## About the service

<b>Type of care provided</b>	<b>Adult Care Home - Younger</b>
<b>Registered Person</b>	<b>Prestwood Residential Homes Ltd</b>
<b>Registered Manager</b>	<b>Aled Williams</b>
<b>Registered maximum number of places</b>	<b>4</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>27 February 2017</b>
<b>Dates of this Inspection visit(s)</b>	<b>18 July 2018</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	This is a service that is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service. They demonstrate a significant effort to promoting the use of the Welsh language and culture.
<b>Additional Information:</b>	