

# **Care and Social Services Inspectorate Wales**

## **Care Standards Act 2000**

### **Report Care homes for older people**

Haulfryn  
Pistyll Hill  
Cymau  
LL11 5ER

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**Date of Visit: 2<sup>nd</sup> December 2011 between the hours of 9.45 and 13.00.**

### **What does the service do well?**

The service offers service users with varying degrees of dementia a high level of care provided by a caring stable staff group.

Provides care within a clean homely environment.

The home is divided into separate areas giving service users choices in where they want to spend their day and eat their meals.

Staff spend time with service users offering a wide range of activities.

### **What needs to be done to improve the service?**

Staff should revisit manual handling training. Compliance notice issued.

The methods used to administer medication should be reviewed by the manager.

## **Quality of life**

Haulfryn is currently home to twenty four people. The people who live there have limited choices in their everyday lives due to their diagnosis of dementia. During the visit it was evident that staff support the residents to make choices around their daily lives in relation to where to sit, clothes to wear, meals and activities. The interaction between the staff and residents was seen to be respectful and friendly.

People who live at Haulfryn are encouraged to take part in activities which are tailored to suit their needs. These activities are facilitated by staff that speak with residents and ask if they wish to take part in the activity, giving them an opportunity to make choices. An explanation is given on the activity, what they were going to do and how they will do it. This was observed during the visit. Staff explained that activities are offered throughout the day to ensure that residents are offered stimulation. A visitor spoken with at the home confirmed that activities are offered and that a range of music usually provides a soothing background.

A range of external professionals attend the home to support the general and mental health needs of the residents who live there. The physical wellbeing of residents is monitored by staff. Staff were observed supporting residents to manage their diet. This was done in a dignified respectful manner by staff that paid attention to detail. During the visit there was an incident which staff handled in a calm professional manner, they maintained the resident's dignity throughout and spoke quietly and confidently. They managed the situation well but their manual handling skills were questioned. This has been addressed separately. The medication procedures were observed during the visit

and the need for staff to revisit the policy and procedure was discussed with the manager. The manager is aware of the residents needs and along with her staff group has engaged in relevant training.

The atmosphere at the home is warm and friendly and staff spoke to residents with respect and courtesy. Staff were seen walking at the residents pace, and every effort was made to listen to residents. Visitors were welcomed into the home and offered refreshments. The overall environment is welcoming and warm; the physical environment of the home is well maintained and is clean and tidy throughout. Five residents rooms were viewed these were clean and homely.

## Other issues arising during the inspection

During the visit to the home the inspector highlighted that manual handling practices need to be discussed with staff. A separate compliance notice has been sent in relation to this.

The procedure for administering medication was queried by the inspecting officer. The manager is to discuss this issue with staff.

### **Inspection methods:**

This inspection focused on the experience of people using the service and their quality of life. The method was chosen because the service has a good track record. This enabled the inspector to spend their time speaking to people and observing their care and their relationships with staff. Where concerns were indicated there was more detailed examination of records.

The focus of the inspection was on people using the service, not compliance with standards. This will be checked at future inspections.