



## Care and Social Services Inspectorate Wales

### Care Standards Act 2000

#### Inspection Report

##### Haulfryn

Pistyll Hill  
Cymau  
LL11 5ER

**Type of Inspection – Focussed**  
**Date(s) of inspection – 27 January 2014**  
**Date of publication – 4 March 2014**

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## Summary

### About the service

Haulfryn is a detached house set on hill in the countryside in the village of Cymau. The house is well maintained and has a garden at the front and back. The service is registered to provide personal care for twenty four people with a diagnosis of dementia over the age of 65 years. This figure can include two people under the age of 65 years. Currently the service has twenty two residents. Sandra Regan is the registered provider and registered manager and has worked at the home for 22 years.

### What type of inspection was carried out?

We (CSSIW) carried out an unannounced, scheduled, focussed inspection on the 27 January 2014 between 6:00 and 8:40 pm. We concentrated on the quality of life theme for people living at the home. Prior to the inspection we read and analysed information from CSSIW about the home. One the day of the inspection we spoke to the registered manager and her husband (Director), several members of staff and also interacted with various residents. We interviewed three residents.

### What does the service do well?

No significant areas of good practice were identified at this inspection which were over and above those determined by the National Minimum Standards for Care Homes for Older People (revised March 2004).

### What has improved since the last inspection?

Since the last inspection a quality of care review has been carried out and a report was produced on the 12 June 2013. The provider sent out a satisfaction survey to 20 next of kin and received a total of 13 replies (65% response rate.) Comments received were very positive.

The manager has also increased staffing levels to provide a better quality of care for clients whose needs are high.

We observed that the radiators have been covered effectively to ensure the safety of residents.

We saw that a laundry system has been put in place to protect the dignity of individuals, which includes allocating a key worker responsible for looking after the clothing of 1-2 residents and a chart for the key worker to sign when the task has been completed. We observed that residents' clothing was hung in their wardrobes and that clean laundry was neatly folded in the utility room.

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

There were no issues of non-compliance identified during the inspection. CSSIW expect providers to continuously strive to improve their services on an on-going basis.

## Quality of life

Overall, we (CSSIW) found that people living at the home benefited from a caring and responsive approach in a homely and well organised environment.

People are treated with dignity and respect. This is because the service has positive regard for people. We observed that staff had a good attitude and their body language and communication skills were good. One resident told us, *"They treat us as a person and to top it off I should know, I've been back here five times!"* We read comments from relatives which said, *"Respect is very much in evidence from all of the staff."* *"Many times I have seen girls change mum and bedding and her dignity is always respected."* *"Staff are very discrete when dealing with clients' personal needs in public areas."* We found that people are treated as adults - one resident told us, *"I drink whisky and water, and wine, any wine. In the evening time down here in the lounge, we have a glass – staff keep an eye on how many!"*

People are active, positively occupied and stimulated, taking into account their age and degree of dementia. Staff understand the need for people with dementia to be engaged. We saw that one person had been provided with yarn and needles and had remembered how to knit. They showed some staff how to knit and the knitting was passed around to other residents to have a turn. We observed that this created a cheerful atmosphere and an opportunity for joint participation in an activity. We saw that residents had free access to books, TV, DVDs and music CDs and saw photos of residents in the garden. In the conservatory we watched one resident playing and singing along to an electric keyboard and several other people were sat listening and sometimes joining in. A resident told us, *"We can go out walking if you want to, but it's rarely that anyone wants to go for a walk. They run trips, but I can't remember where I've been. I'm quite happy."* We read a comment from a relative regarding activities, *"I know a lot of thought goes into this. I appreciate the purchase of new items to try and suit everyone. Those cushions are great for folks who cannot see well or get about - keeps hands busy."* We saw the cushions referred to which had various tactile surfaces to provide sensory stimulation for people with dementia and/or sight loss.

People benefit from a healthy diet and attention to nutrition and hydration. The service provides a variety of fresh, home cooked food. One person told us, *"We're asked what we have to eat, there's a menu, but you could have things or drop it off. I don't think there is anyone that is dissatisfied. Very healthy, normal breakfast-Weetabix or anything in that line. We always get the option of toast."* We read comments from relatives which said, *"Dad is now eating a greater variety of food."* *"The food looks delicious and is well presented. The menus are varied and nutritious."* *"A ready supply of tea and snacks between meals."*

People experience warmth, attachment and belonging. Staff show consideration for the residents and promote a homely atmosphere. One resident told us, *"X [staff] is a lovely girl and looks after me. She's been with me for years and she's never once been rude to me, treats me with love and care."* We observed that staff spoke endearingly to residents and took time to interact with them. We read comments from families which showed that they were happy with how staff treated their relative. *"You've tried so many different ways to settle Mum."* *"Dad is physically stronger and also much happier- I see him interacting with the staff in a positive way."*

## Quality of staffing

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of staffing on this occasion. However, this theme will be considered at future inspections.

## **Quality of leadership and management**

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of leadership and management on this occasion. However, this theme will be considered at future inspections.

## Quality of environment

This inspection focussed on quality of life. CSSIW did not consider it necessary to look at the quality of environment on this occasion. However, this theme will be considered at future inspections.



**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.