



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

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Care Standards Act 2000

Inspection Report

Haulfryn
Pistyll Hill
Cymau
LL11 5ER

Type of Inspection – Focused
Date(s) of inspection – Wednesday, 25 March 2015
Date of publication – 6 May 2015

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Summary

About the service

Haulfryn is registered to provide personal care for up to 24 people with a diagnosis of dementia/mental infirmity. Two people under the age of 65 years may be accommodated within the overall number. The registered provider of the service is a company called Haulfryn Care Ltd. The nominated responsible individual for the company is Mrs Sandra Regan. Mrs Regan is also the registered manager of the service. The home is a large detached building situated in an elevated position in the village of Cymau with panoramic views over the countryside.

What type of inspection was carried out?

This was an unannounced, focused inspection carried out on 25th March 2015 between the hours of 5.25pm and 7.50pm. At the time of the inspection there were 22 people living at the home.

What does the service do well?

The service provides personalised care which focusses on peoples' abilities and strengths and respects individuality and dignity.

What has improved since the last inspection?

The home has carried out an annual review of quality which included seeking the views of people who live in the home, their families and visiting health and social care professionals. The manager has also taken steps to comply with changes in legislation relating to Deprivation of Liberty Safeguarding and has made the appropriate applications to the Local Authority.

What needs to be done to improve the service?

No areas of non compliance were noted during this inspection. The management have noted some area for improvement in their own quality assurance report in relation to inclusion of families in the activities programme, clarification regarding management of people's clothing during the admission process and clarification for families in the processes which take place where outside agencies are involved in the home.

Quality Of Life

Overall we found that people received responsive care, tailored to individual needs in a warm and comfortable environment.

People can be confident that they will be treated with dignity and respect. This is because we found that the management and staff treat people as individuals and respect their choices and wishes. We saw staff engaging with people in a warm and discreet way, enabling people to make decisions about what they wanted to do for the evening. Comments in the questionnaires returned by families and visitors in the annual quality audit included, 'my relative knows that he/she can go back to his/her room whenever they feel like it and that is important to him/her', 'my relative always looks clean, staff ensure that his/her clothes are coordinated', 'staff are very tuned in to my relative's moods and always respond appropriately', and 'staff are always respectful towards my relative and discreet when providing personal care'.

People can be confident that they will be positively engaged and stimulated. This is because we found that the atmosphere was lively and cheerful with people engaging in various activities after dinner either on an individual basis or with the assistance of staff. Staff ensure that people are able to retain their life skills and follow their hobbies as far as possible. One person is a keen gardener and has been assisted to continue this hobby at the home. We observed that some people were knitting and one person has been enabled to continue with his/her interest in wildlife with bird tables installed outside the windows so the person can easily view and enjoy them. In questionnaire responses some families commented that they were not aware of the activities programme and this was noted in the quality report as an area of improvement for the management to ensure that relatives are informed of planned events and enabled to take part in activities with their relative in the home.

People can be confident that they will receive responsive care and that their health and welfare will be safeguarded. We viewed 3 care plans during this inspection and found that they contained all of the information required for staff to meet people's individual needs. Where equipment was required such as pressure relieving aids this is recorded in care plans with instructions for staff on their use. Staff also record a log of particular care interventions that worked well with people and those that did not work well. This is shared with staff on an ongoing basis and in team meetings to ensure that people are cared for in a way that is acceptable and comfortable for them as individuals. The care plans and risk assessment were seen to have been regularly reviewed and updated as required by the regulations. Staff who spoke to us told us of the high level of training they receive to ensure that they are competent and confident to meet the needs of people living in the home. Questionnaire responses received by the home, from health and social care professionals, were positive about the care provided in the home. Comments included: 'there is always a person centred approach being delivered to people on my visits to the home', 'I believe that people are involved in decisions about their care to the maximum of their ability', 'I believe that the care provided is person centred and of a high standard' and 'I observe on my visits that staff always display respect, dignity and independence to all residents'.

Quality Of Staffing

As this was a focused inspection to look at quality of life for people at the home we did not inspect this area. This domain will be looked at in future inspections of the home. However, we did not observe any issues in relation to staffing during this visit.

Quality Of Leadership and Management

As this was a focused inspection to look at quality of life for people at the home we did not inspect this area. This domain will be looked at in future inspections of the home. However, we did not observe any issues in relation to the leadership and management during this visit. We noted that the registration certificates have become faded from exposure to sunlight. New certificates will be provided by CSSIW.

Quality Of The Environment

As this was a focused inspection to look at quality of life for people at the home we did not inspect this area. This domain will be looked at in future inspections of the home. However we did not observe any issues in relation to the premises during this visit.

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.

- **Focused 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 focused 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.