



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Haulfre

Llangoed
Beaumaris
LL58 8RY

Type of Inspection – Baseline
Date(s) of inspection – 6 August 2014
Date of publication – 17 September 2014

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Summary

About the service

Haulfre is owned by Isle of Anglesey County Council. The Registered Manager is Mrs Cheryl Price and the newly appointed responsible Individual is Alwyn Rhys Jones.

The home stands within its own grounds in a rural location on the outskirts of the village of LLangoed and benefits from pleasant views of the surrounding countryside and the Snowdonia mountain range beyond.

The home, together with all other Local Authority owned homes on Anglesey, has recently been the subject of a review entitled 'Transforming Adult Social Care on Anglesey'.

What type of inspection was carried out?

We, Care and Social Services Inspectorate Wales, (CSSIW), visited the home on the 6th of August 2014, between the hours of 9.30am and 1.15pm. This was an unannounced, baseline inspection focusing on all four quality themes.

The information for this report was gathered from the following sources:

- Discussions with people using the service, registered manager and staff members.
- Scrutiny of a sample of service users' and staff records and other documentation required to be kept in the home.
- Observations made during the inspection visit.
- Viewing of the communal areas and a sample of bedrooms.

What does the service do well?

The service is expected to meet the Care Homes (Wales) Regulations 2002 and National Minimum Standards for Care Homes for Older People.

We found that Haulfre offers people a warm and homely atmosphere where people feel the care and services provided exceeds their expectations. People who contributed to the inspection were very positive about their experience of the service despite uncertainty about the future of the home.

What has improved since the last inspection?

Additional permanent staff have been employed since the last inspection. This means that the service is less dependant on the Authority's home care staff to cover shifts, as has been the case over previous years.

There have been no other significant improvements in the service since the last inspection.

What needs to be done to improve the service?

No non-compliance issues were identified during this inspection.

Quality of life

The overall quality of life of people using the service was found to be very good.

People are treated with dignity and respect. This is because staff are provided with training and are supervised by the manager to ensure standards are maintained. The people using the service were greeted by us either in the lounges or in their own rooms. People using the service were seen to be dressed appropriately and looked clean and tidy, thus indicating that their dignity was being maintained. Staff members were seen to address people in a respectful manner. People using the service told us that the staff treated them with dignity and respect.

People are able to exercise choice and control over how they are physically cared for. This is because people are involved in planning for their care and are consulted on aspects of care delivery. We saw evidence to confirm that this was the case. People told us that they can choose when to get up and when to go to bed, where to sit and what to do during the day, where to eat their meals and what to have to eat.

People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. This is because the staff receive the necessary training in order to identify changing needs. People who use the service have access to local health care professionals. We saw evidence of this in the care documentation viewed.

People benefit from a healthy diet and attention to nutrition and hydration. This is because people's preferences and nutritional needs are established through formal assessments and are noted in individual care documentation. People told us that the quality of the food was very good and that there is sufficient choice available.

People are active, positively occupied and stimulated. This is because activities are arranged on a regular basis and staff are encouraged to spend time talking with people who use the service and engaging them in meaningful activities. People, in discussion with us, referred to the recent activities that have taken place in and outside of the home and confirmed that staff spend time engaging with them in social activities. We saw people taking part in a game of bingo during the morning of the visit. People were seen to be gaining pleasure from the event and were positively engaging with each other and with the care staff present.

People at the home experience, warmth, attachment and belonging. This is because the staff are aware of the importance of meeting people's social needs as well as their physical needs. People told us that they had made friends in the home and that they are able to sit near their friends in the lounges and at the dining table. We saw people engaging in general conversation with each other in the lounges. The staff on duty during the visit were seen spending time with people and offering them appropriate support.

Quality of staffing

We found the overall quality of staffing to be good.

People at Haulfre are cared for by familiar staff as turnover is low. The majority of the current staff team are well established.

We were told that additional, permanent staff have been employed resulting in the home being less reliant on the home care staff to cover some shifts, as has been the case over previous years.

People using the service can be assured that they are being cared for by staff that have received appropriate training and are competent. We looked at a sample of staff files and concluded that people can be confident that they will receive care from competent staff. We saw evidence to show that new staff undertake formal induction training based on a recognised national competency framework. They also undertake mandatory training on subjects such as first aid, health and safety, moving and positioning, food hygiene, protection of vulnerable adults and fire safety as well as more care specific training such as dementia awareness.

People using the service can be assured that they are being cared for by staff that are appropriately supervised. This is because formal staff supervision sessions are usually conducted every two months as required. However, on viewing a sample of staff files we found that supervision sessions had lapsed recently due to the manager having been on leave of absence. However, we were given assurances by the manager that this matter had been addressed and that staff supervision sessions were now back on track.

People were seen to have good interactions with staff and feel enhanced wellbeing as a result. Staff are aware of the importance of meeting people's social and emotional needs as well as their physical needs and were seen spending time with people either chatting or offering people appropriate physical contact and support.

Quality of leadership and management

We found the overall quality of the leadership and management to be good.

People using the service, working in the service or linked to the service are clear about what it sets out to provide. This is because the home has a statement of purpose and service user guide copies of which are made available to prospective service users and/or their family representative prior to their admission into the home. The manager was in the process of updating the home's statement of purpose in order to reflect the recent appointment of the new responsible individual.

People see visible accountability and know that there are people who are overseeing the service. This is because people are aware of the management arrangements and know who to approach if they have any issues of concern. The manager and her deputies make themselves available and are on hand to deal with any queries or concerns.

People using the service can be confident that the management will respond positively to feedback and critical incidents. This is because there is a written complaints procedure in place. People told us that they would approach the manager or other senior staff member should they have any concern or question about the service provided.

The manager for the home is an experienced manager. She holds a recognised management qualification and is registered with the Care Council for Wales.

Senior managers from Anglesey County Council attend the home on a regular basis and complete reports on their findings.

Quality of environment

The quality of the environment was found to be satisfactory. The accommodation was found to be furnished and decorated to an acceptable standard.

People find the environment light, airy, fresh and clean. The home employs cleaning staff and a handyman. The communal areas and sample bedrooms viewed during the inspection visit were found to be airy and clean. No undesirable odours were detected.

People feel valued by an environment which helps to reinforce a sense of identity and personal worth. People are encouraged to bring in personal items to adorn their rooms. We viewed a sample of bedrooms and found them to contain personal items such as photos and ornaments.

People are able to meet others and develop relationships in communal areas and have private space should they need it. We saw that the people using the service are able to sit in one of the lounges or their own rooms as they choose.

We found the exterior of the home to be in a good state of repair and the garden and parking areas well tended and free from hazards to people's safety.

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.