



Inspection Report on

Dolwar Residential Home

**DOLWAR RESIDENTIAL HOME
LLANBEDROG
PWLLHELI
LL53 7PA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/06/2021

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About Dolwar Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	WILLIAMS AND JONES
Registered places	17
Language of the service	Both
Previous Care Inspectorate Wales inspection	Manual Insert 28 November 2018.
Does this service provide the Welsh Language active offer?	Yes

Summary

The Responsible Individual (RI) and provider of the service, is registered with Care Inspectorate Wales (CIW). They are also the manager of the service and are registered with Social Care Wales (SCW).

The home has coped well during the Covid-19 pandemic. Staff feel well trained and supported. There are good stocks of Personal Protective Equipment, (PPE), available for staff to care safely for people whilst also protecting themselves.

People have been enabled to remain in touch with family and friends throughout the pandemic. People's personal plans are centred on their individual likes and needs. People are cared for by staff who are familiar to them, and know their needs. People have a voice, and are able to influence the care given to them. The service is audited on a quarterly basis to ensure people have care that is of good quality. The home has a good standard of cleanliness. People told us they were very happy in the home, and felt they were cared for well.

Well-being

The service ensure people's rights and entitlements are protected. Resident's likes, dislikes and needs are documented and outcomes are recorded daily. People can choose how to spend their day and have daily choices such as what to do with their day, when to get up and go to bed, and what they would like to eat. We heard staff speak with people in Welsh and English as appropriate, and were respecting resident's first language choices. First language choices are also documented in their personal plans. Residents told us they feel well cared for and called the service a "*home from home*".

The home cares for people's physical, emotional and mental health. An Advanced Practitioner Nurse who works with the local GP reviews people weekly. Reviews from the GP are also carefully documented in people's personal plans. We saw people's health is closely monitored with monthly weight monitoring and recording of food and fluid intake for residents as appropriate. Referrals to health care professionals are timely and appropriate. Care staff document people's emotional well-being and support people with keeping in touch with family and friends. People are given opportunity to socialise on a daily basis. People are able to practice their religious and spiritual beliefs.

Residents are protected from abuse and neglect. We saw that Deprivation of Liberties for people (DoLS), are appropriately applied and assessed. DoLS documentation is reviewed as appropriate. Safeguarding referrals are done in a timely manner, as are notifications to CIW. Care staff receive training regarding DoLS and safeguarding people. The service works well with local authorities and are open and transparent in their dealings.

People are able to maintain relationships and remain as active as possible. When safe to do so regarding local Covid-19 levels, families and friends can visit by appointment. There is a safe area for visiting in the conservatory with a mobile screen on a stand between them to ensure good infection control. People can call their families and friends and can use "FaceTime" on information technology devices. There are organised activities such as bingo, singing and puzzles on offer for people. We saw people were chatting with each other, watching TV and reading newspapers. Dependent on local Covid-19 levels, people are enabled to have a day out in local beaches, cafes and shops.

The environment is suitable for people's needs. We saw the home was clean and tidy. People told us they were happy with their rooms and can have their personal effects around them. We saw people's rooms are compliant to regulations and people had appropriate equipment for their care needs. The hygiene rating from environmental health is five, which equates to very good.

Care and Support

People are provided with good quality care. The RI audits the service, the quality of care, opinions of residents, families and staff regarding the service, and environmental considerations are reflected in their quarterly report. The service works closely with local authorities who also monitor the quality of care given. Residents can influence the service given to them. Care staff work with residents regarding their personal plans. People's personal history, their aspirations and outcomes are reflected in the personal plans. People can also access care from the district nurse to ensure their clinical needs are met. Residents who have specialist requirements are referred to health care professionals in an appropriate and timely way.

The service is mindful of good infection control and hygienic practices. Care staff wear PPE and sanitise their hands. Visitors to the home must have undergone a Lateral Flow Test and show the test was negative before entry. Visitor's temperatures are taken, and they must wear a mask and sanitise their hands. Care staff have received training regarding Covid-19 and how to use PPE to enable them to care for people safely. The home has Covid-19 protocols and a policy that is available to care staff.

Environment

The provider ensures care is given in an environment that is suitable for people's care needs. Health and safety assessments are made regarding the service, these are freely available to staff, and are updated as appropriate. Fire equipment is serviced and alarms and emergency lights are tested weekly. We saw care staff have been given dates for fire safety training. The home has a dedicated housekeeper; the home is clean, tidy and well organised. Electrical equipment is safety tested annually. Essential equipment such as the lift and air mattresses for people's beds are serviced as per manufacturer recommendations to ensure good outcomes for people. People told us they are happy with the level of cleanliness in the home and feel safe there.

Leadership and Management

There are sufficient governance arrangements in place. This is demonstrated by the smooth running of the service. People are happy with the level of care supplied, and feel they are able to attain their personal outcomes. The RI is present daily, and visible to residents and staff. There is a staff structure, which is explained to people in the Statement of Purpose.

There are sufficient staff available to safely care for people. We saw this from the staff rotas and observing the staff available to give care during the inspection visit. We saw that appropriate checks are in place to ensure the service recruits appropriate staff to care for vulnerable adults. The service is compliant as regards annual reviews and quarterly supervision for care staff and managers. We saw training documentation showing staff continue to be trained on a rolling programme of e learning and some training is accessed via the local council. This ensures people are cared for by sufficiently skilled and knowledgeable staff.

The RI has over sight of the service and is confident of their financial situation. We saw the home has modern décor and furnishings. People are given food of good quality, which is freshly prepared on the premises. People have appropriate equipment for their care needs. There are sufficient care staff available for safe care. Care staff told us they are given sufficient support and training.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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