



## Inspection Report on

**The Graylyns**

**The Graylyns  
Haverfordwest  
SA62 5UD**

## **Date Inspection Completed**

26/03/2024

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## About The Graylyns

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Graylyns LTD
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	16 March 2024
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language. It does not demonstrate- a significant effort to promoting the use of the Welsh language and culture.

### Summary

People receive good care and support at The Graylyns. The team is led by a manager who is well regarded by the care workers employed at the service. Care workers are motivated and feel valued by their manager. Greater rigor in respect of the quality assurance processes is needed to make sure the regulatory requirements are fully met.

Improvements have been made to the care records which are now more person centred and are a resource for care workers. The notes, together with the knowledge workers have about people; their likes and dislikes as well as who and what is important to them, mean people's care can be more individualised.

Most people, and their representatives, have a high level of confidence in the service and feel the decision to make The Graylyns home has been a good one.

## Well-being

People are safe and protected from abuse, harm and neglect. Care workers understand their responsibilities in relation to safeguarding and are confident the manager would deal with any concerns raised and take the actions needed to make sure people are safeguarded. Care workers have completed training in safeguarding and the provider makes the necessary referrals to statutory services.

There are opportunities for people to do things they enjoy. Activities include people spending time together in groups, or spending time with care workers individually. Opinions about the opportunities for engagement vary with some people and their representatives thinking there is enough going on within the service, and others thinking more could be done.

The relationship people have with those caring for them is good. Interactions are friendly and relaxed, demonstrating a rapport has been built up. Most people, and their representatives are satisfied with the care and support offered at The Graylyns, with one saying "*They are really lovely. They seem to genuinely care*", and consider they made a good decision to choose the service. But some representatives feel they do not have such a good rapport with the managers and think communication could, at times, be better.

There are some opportunities for people to speak in Welsh. Some care workers have a basic knowledge of the Welsh language and some are Welsh speaking. People whose first language is Welsh are also able to converse in English.

The physical environment contributes positively to people's well-being. The service is clean and in good decorative order. Some rooms have pleasant views over the countryside and there is a small, but safe, area of outside space. Most people have been encouraged to personalise their rooms with items, including photographs, ornaments and some soft furnishings.

Care workers have the time they need and are not rushed. Care workers work well together and understand if any one individual needs more time from staff. People have a choice about aspects of their care and support.

## Care and Support

Care records contain the information needed to make sure care workers know how people's care is to be offered. Each person has a brief, but informative personal history as well as other relevant information to help inform and direct care. Risk assessments are completed but these are not always up to date and reflective of the care and support plans.

Daily entries provide a clear record of what care the person received, as well as a record if aspects of care was declined.

Care workers have the time to read records and find them helpful. This, together with the time they spend with people means they know those they care for, well.

People's physical health needs are met. A district nurse visits on a regular basis and records show people have appointments with a GP and other health professionals. A recent referral was made to the Speech & Language Team (SALT) for assessment and advice, and a podiatrist and optician visits the service.

Some people are receiving care in bed and pressure relieving equipment is used. Records show repositioning is carried out broadly in line with care plans, but there are some omissions in the records. Care workers are wholly confident repositioning takes place and that any gaps are due to omissions in the recording. No individual has developed any pressure sores whilst at the service and care workers know how to recognise signs of skin pressure damage and also the actions they are required to take.

Details of oral care offered is generally recorded, but one representative thinks greater attention could be paid to oral care.

There are opportunities for people to do things that are meaningful to them. Some people enjoy helping out in the service, including helping with meal preparation and laundry. Some people enjoy the visiting entertainers, and within the service care workers encourage people to join in a range of activities including dancing, cake decorating; singing and watching films. During the inspection, some people had made their own easter bonnets.

There is some understanding of the importance of good nutrition. Whilst most meals are made using fresh ingredients, there is some reliance on processed foods. Some care workers have an interest in meal preparation and on one of the days of the inspection a cake was being made for teatime. Most people are satisfied with the meals describing them as "*very good*". Food is available outside mealtimes and care workers know what people like and dislike. Special diets are catered for and we discussed ways for people who require a pureed diet to have meals which appear appetising and where people can taste the individual ingredients. The provider has agreed to consider this.

## Environment

People live in a service which is suitable for their needs. Accommodation is over two floors and there is a stair lift for people to use if they need this. There are two main lounges and a dining room plus another small sitting area outside the kitchen, meaning people have plenty of places to sit and relax in the company of others.

Some bedrooms have ensuite facilities and some others have a hand basin. Bathrooms and toilets are located throughout the service or people to use.

Most people have personalised their rooms with photographs, ornaments and some soft furnishings. People, and their representatives, are encouraged to bring in personal items to help make their room their own. Bedrooms have space for an arm chair meaning people can spend time in their rooms if they wish to be on their own. Some rooms are large enough for people to spend time with their visitors if they want to meet with them more privately.

Communal areas are light and airy and furniture is in good condition. Some parts of the service have been refurbished and this has been done to a good standard. Many of the rooms enjoy views over the mountains and some people told us how much they appreciate the views.

There is some outside space for people to use when the weather permits, and parking for visitors. People are safe because the main door is kept locked with staff allowing visitors access to the service. Recent modifications have been made to the external doors to make sure they remain safe in the event of an emergency, but cannot be accidentally opened.

A visual check of equipment shows this has been maintained and serviced and therefore is considered safe to use.

## Leadership and Management

There are some processes in place to monitor quality. The manager is very visible within the service and has good oversight on a daily basis. The manager is in regular contact with the responsible individual (RI) who visits the service regularly, but this is not always in line with their regulatory responsibilities. Although there is good oversight of the service, the reports completed do not contain all of the information required and do not demonstrate that people and their representatives have been consulted.

Care workers feel supported and valued by the manager and appreciate that they work closely with individuals and help out as necessary. Most relatives and representatives find the managers responsive and obliging, but some said they have not always been approachable and helpful.

Care workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. Most contain the information needed, including photographic identification, but two of the files looked at contain just one reference. The required pre-employment checks are carried out and all staff have a valid DBS check.

There is a focus on training, and care workers consider they have the training they need to safely and effectively carry out their duties. Areas of training include the safe administration of medication, dementia care; person centred care and moving & handling. The manager is able to deliver moving & handling training to care workers and some representatives agree that care workers are skilled.

Care workers are supervised, and records show almost all of them have had supervision within the required time frames. Care workers are confident they get balanced feedback on their work to help them in their professional development. Both the manager and senior carers have responsibilities to make sure supervision is carried out.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
21	A detailed personal profile is not available to inform and direct care and support. Some records contain gaps Records do not always provide evidence of meaningful engagement.	Achieved

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