



Inspection Report on

Llys Gwyn Residential Home

**Llys Gwyn Residential Home
Heol Broom Maudlam
Bridgend
CF33 4PN**

Date Inspection Completed

11/10/2022

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About Llys Gwyn Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Grayson Enterprises Ltd
Registered places	31
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 12/04/2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

The home is warm, welcoming, and friendly and people like living here. Care staff know people well and provide the care and support they need. People can choose to be involved in a range of activities and they are satisfied with the meals served at the home.

Since the last inspection improvements have been made regarding the responsible individual (RI) visiting the service and producing a report.

Well-being

People have a voice and are treated with dignity and respect by care workers who know them well. People can enjoy their day in the privacy of their own room or socialising in communal areas with others. Menus are varied and the service offers daily activities so people can positively occupy their day. The service has a food hygiene rating of five, which is very good. Resident meetings are held and people can make suggestions for the improvement of the service. One person told us *"the food is very good, freshly cooked and home produced"*, a relative told us *"the food is insane"*.

People are safe and protected from harm. We identified no hazards during the visit and the entrance and exits to the home are secure. Staff practice good infection control as required. The service has adult protection procedures in place, which include safeguarding, whistleblowing and complaints policies. Staff we spoke with confirmed they would raise concerns if they had them.

The physical environment contributes to people's well-being and it is clean and comfortable. Some general maintenance, repair and refurbishment has been identified and is included in the providers annual improvement plan.

People are supported to maintain relationships. Care workers have good relationships with people and know how to support them well. The service encourages people to keep in contact with families and friends, relatives spoken with are complimentary about this. People living in Llys Gwyn Residential Home told us *"It's a good place"*, *"I'm very happy to be here"* and *"They are very good, always ready to help"*. A relative told us they are *"perfectly happy with the care"*. We spoke with two visiting health professionals who told us *"they are amazing, brilliant"*, *"I would put my own mother here"* and *"The staff are all very nice and supportive, they know people's needs well"*.

Care and Support

This was a focused inspection and we have not considered this theme. We will examine care and support fully at the next inspection.

Environment

As this was a focused inspection, we have not considered the environment. We will examine this theme at the next inspection.

Leadership and Management

As this was a focused inspection, we have not considered the leadership and management in full. We will examine this theme fully at the next inspection.

Improvements have been made to the systems and processes in place to monitor, review and improve the quality of care and support provided. We saw evidence that the RI has oversight of the service. We looked at documentation, which confirmed formal quarterly visits take place. On a six monthly basis, the required quality of care report is produced.

On the day of inspection, we found adequate staff on duty and an ongoing recruitment drive is in place to address any existing vacancies.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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
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