



Inspection Report on

Gelli Mor

**64 Hill Mountain
Milford Haven
SA73 1NB**

Date Inspection Completed

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About Gelli Mor

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| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Gelli Mor Ltd |
| Registered places | 5 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 28/06/2019 |
| Does this service provide the Welsh Language active offer? | Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

People are cared for in a homely environment by care workers who treat them with dignity and respect. People's personal plans are written according to their individual needs and detail their likes and dislikes. People have daily choices and can influence their care. People's first language choices are documented in their personal plans and their ethnicity and cultural needs are respected. Care workers have received training regarding safeguarding vulnerable individuals and know how to contact the authorities should there be an issue. People who cannot make independent choices regarding their care, and have no representative, can access advocacy services.

People are happy with the care and support they receive, feeling they have a voice and positive relationships with staff. Staff complete training to support them in their role and feel valued by management, which in turn has a positive impact on people's care and support.

The provider has good oversight of the service and systems are in place to audit and monitor the service. Policies and procedures are reviewed regularly to ensure they provide staff with up-to-date information and guidance.

Health and Safety and Infection Prevention and Control measures are in place to keep people safe. The provider has made and continues to make investment in order to continue to develop the service.

Well-being

People have a voice and can influence their care. Personal plans are in place and reflect people's individual needs. This includes their likes and dislikes, normal routines and how they like things done. People's histories are included with details of people and events that are important to them. We consistently saw care workers speaking to people with dignity and respect and offering them choices over all aspects of their daily living. A resident told us the staff treat them "*very well indeed*" and that the care and support they receive is "*second to none*".

People's physical and mental health is appropriately monitored. People are referred to health care professionals in a timely way. There is clear evidence of GP and specialist reviews in people's personal plans. Advice and instructions given for people's care is carefully documented, as are outcomes. Risk assessments to ensure people's safety are in place and reviews are recorded. Personal plans are reviewed monthly or more often if required.

People are protected from abuse and neglect. Staff receive training regarding safeguarding. Care workers told us they feel confident in the safeguarding procedures and know who to contact should there be an issue. People can access an advocacy service to represent them should they need it.

People can maintain contact with family and friends. The service has a Covid-19 visiting policy and residents can have planned visits from family and friends if it is safe to do so. The home provides a wide variety of activities for people according to their interests. Community activities have been curtailed of necessity due to Covid-19 restrictions and people described how innovative the staff had been in suggesting and providing alternative activities within the home and garden.

People have choice and control over their daily life. People told us, and we saw, that the approach of care staff to people's care and support is respectful, kind and person centred. Staff complete training to uphold people's human rights. People are free to move around the home and can spend time where they wish.

Feedback from people living in the home and their relatives indicates they are extremely happy with the care and support provided at Gelli Mor. Relatives feel communication is good because they are informed about their family member and so feel assured. Activity provisions help people to pass their time in a meaningful way and staff support people to remain involved with the community whenever possible. Record keeping is of a good standard and clearly identifies any change in people's care and support needs. This ensures that any necessary intervention can be made in a timely way. Policies and procedure are in place, which assist management and staff in their roles. Care staff

complete training to help keep people safe and so have an awareness of important aspects of care such as mental capacity and safeguarding procedures.

Care and Support

People receive the care and support they require. The Statement of Purpose document explains what the service can offer. People's care needs are documented according to their individual requirements and are therefore person centred. Staff know people well and are able to offer them appropriate daily choices.

People are offered a wide variety of meals which they are able to shop for and prepare. One person described with enthusiasm their meal 'speciality' which they cook for all the residents regularly. We saw people have a choice regarding meals and snacks. People can access a special diet according to their needs and their weight and general health are monitored. People have regular reviews from the GP either in person or via information technology during the Covid-19 pandemic. Reviews and instructions are carefully documented in people's personal plans including any medicine reviews and changes. The home can access medications for people as prescribed and medicine processes and storage are good. People are referred to health care professionals appropriately and in a timely way.

The home has a Covid-19 policy and procedure in place. We were asked for our lateral flow test results before entering the premises. Hand sanitisers are available for use. Care staff have training regarding Covid-19 procedures, testing and using Personal Protective Equipment (PPE). Care staff wore PPE throughout our inspection visit and we saw PPE stocks are plentiful. The service ensures care staff and residents have lateral flow testing as per the Public Health Wales guidance.

Environment

The service meets people's needs; it is welcoming, homely, comfortable and maintained to a good standard. People displayed a strong sense of ownership of the home and a resident offered to show us around. They were clearly proud of their home and in particular of their own bedroom. They showed us how they had furnished the room to their own taste and interests.

Communal rooms are comfortable and clean. The lounge provides an area for people to socialise, watch television or listen to music if they wish. The kitchen/dining room is a natural focus for people and we saw them spend time chatting with staff in a relaxed and confident manner. The garden provides a pleasant, well maintained area for people to use as they wish. One person told us that they enjoy helping to mow the lawn and keep the grounds tidy. Another told us they spend time playing football in the garden.

All residents have their own bedroom. We saw that people's bedrooms were furnished and decorated according to individual tastes and contained personal effects.

Leadership and Management

The service provider has systems in place to support the smooth operation of the service and to ensure that the care and support of individuals enables them to achieve their personal outcomes. Policies and procedures are reviewed and amended as required. The service is delivered in line with the statement of purpose (SOP).

Quality audits and checks are in place to ensure the service continues to meet people's needs. Communication with relatives is frequent to update them on developments and gain feedback about the service and share ideas for possible improvements.

The vision, values and purpose of the service are clear and actively implemented. The provider ensures that regular quality assurance takes place. This includes talking to people, their relatives and interested parties and to care workers to gain their views on the service provided.

Care workers at the service are supported and trained to ensure they are appropriately qualified to support people to achieve their personal outcomes. Care workers have regular supervision and annual appraisals, and regular meetings are held to keep staff up to date with any changes. Care workers are aware of, and understand, the recent All Wales Safeguarding Procedures. Recruitment documents are up to date with appropriate Disclosure and Barring (DBS) checks in place.

Care workers consistently told us they were happy in their work and were complimentary of the manager of the service.
