



Inspection Report on

Gwynfryn

**Gwynfryn
Llanelli
SA15 3EX**

Date Inspection Completed

28/11/2023

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About Gwynfryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	7 June, 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Gwynfryn is a person-centred service providing high-quality care which supports people to live happy, healthy and increasingly independent lives. The service is led through effective and compassionate leadership, which values the well-being of people and staff. People are supported by safe and professional care staff, with whom they have developed effective relationships. People live in an environment which is safe, secure and well-maintained.

Well-being

People speak very positively about the service and the care and support they receive. People meet their personal goals and increase their independent living skills because they receive personalised support from an outstanding service which values the uniqueness of people. People have a strong voice throughout the service and are actively involved in their support arrangements. A person who uses the service told us they meet each month to discuss the next steps in developing the skills to live independently; *“Dyn ni’n cael cyfarfod bob mis i siarad am fel mae pethau yn mynd. Mae ‘goals’ ‘da ni i weithio arno i fod yn annibynnol.”*

People develop good rapport with care staff as the service values and champions positive relationships in promoting good well-being for people receiving care and support. People live with dignity and respect and receive appropriate, kind, and caring support from exceptional care staff they know well. A person using the service told us, *“The staff look after me well. It is a good place to live... I really like it here.”* A member of care staff at the service told us, *“People feel comfortable and safe and that is the most important thing for people.”* The well-being of people is valued by care staff who work innovatively and creatively to ensure people and their families feel supported through challenges. We heard how the service had gone to extra lengths to support people and their family members during difficult times. A person living at the service told us they recognised the care people received at difficult times was over and above expectations and this made them feel valued by the service.

People have as much autonomy over their daily lives as possible and can do the things that matter to them. People are encouraged to improve their well-being and become more independent through planning and engaging in activities and daily tasks. The service takes all opportunities to support the continued well-being of people as they choose how to spend their time. The service consistently promote independence, supporting individuals to achieve their goals whilst reassessing actions taken to keep people safe. People lead continual improvements to the service through regular residents’ meetings and formal opportunities to inform quality assurance processes. A person who uses the service told us, *“It’s a friendly atmosphere.”*

People are as safe and healthy as possible, attending appointments and accessing healthcare support. Care staff know the needs of people, know what to look out for and how to raise concerns if they suspect someone’s well-being is compromised.

People live in a home which best supports them to achieve their wellbeing. Bedrooms are personalised and decorated to their own tastes. A sense of community is created in communal areas between people and care staff, as people are encouraged to use the

different spaces for activities they enjoy. People are supported to improve their daily living skills in a newly renovated kitchen area.

Care and Support

People are happy with the highly effective care and support they receive at the service. The process for admitting new people into the service is well-planned. Personal plans are person-centred, detailed and contain all the information required to enable care staff to meet the needs of people. A member of care staff told us the care plans detail ‘...*how best to support people and what we can do if people feel agitated. They are really informative.*’ People’s wishes of how their support should be provided are clearly documented. Plans are written with people supported by the service. Plans are reviewed in a timely manner and consider whether people’s personal outcomes and progress to independence are being met.

A small team of highly motivated and committed care workers are employed at the service, which allows people to develop strong relationships with care staff. They are knowledgeable about the people in their care and are empathic and patient in their approach. We saw care staff understand and anticipate people’s changing care and support needs and are attuned to changes in their well-being. People have freedom to choose what to do with their days and are supported to access individual or group activities of their choosing. People are supported towards increasing independence through exercising choice and working on daily goals. A person using the service told us, “*They do try to help me I know that.*”

People’s physical health and well-being is promoted. Care records show people receive support to access social and health care professionals when needed. Care workers we spoke with understand people’s health conditions, the support they require and can identify changes in the usual presentation of people they support promptly. People are encouraged to be as healthy as possible.

People are protected from harm and abuse. Care workers have completed safeguarding training and have a clear understanding of how to report matters of a safeguarding nature. A person using the service told us they felt happy and safe; “*Dwi’n hapus gyda’r lle. Dwi’n saff ‘ma definite.*”

Infection prevention and control procedures are very good. Care staff have access to personal protective equipment (PPE) if required. Temperatures of visitors are taken before entering the service.

Medication is securely stored and is only accessible to staff who have the training and knowledge to administer medication. Medication administration records (MAR) are available at the service and staff routinely sign when medication is given. All MAR charts contain a photograph of the people living at the service to reduce the likelihood of medication being

given to the wrong person. The service appropriately seeks guidance from healthcare professionals in relation to medication arrangements.

Environment

The environment supports people to achieve their personal outcomes. The home is welcoming, comfortable, clean and well-maintained. The service has a homely lounge area, spacious kitchen, dining area and enclosed garden space providing privacy. Bedrooms and ensuite facilities are decorated to people's personal preferences and interests. People have access to a well-maintained and organised laundry room, which further supports the goal of increasing independence.

The service has a self-contained flat which gives additional preparation for independent living and supports people in feeling confident in moving on from the service.

We reviewed the health and safety file and found robust oversight maintaining a safe and secure environment for people at the service. An up-to-date fire risk assessment is in place and regular checks of the fire alarms take place. Staff are trained in fire safety. People have Personal Emergency Evacuation Plans (PEEPs) which direct staff on how to support people to leave the premises in case of an emergency.

The service promotes hygienic practices and manages the risk of infection. We saw Personal Protective Equipment (PPE) and hand sanitising stations located around the home. Staff told us of sufficient PPE stocks. The service has a current Food Standards Agency (FSA) rating of 5 which means hygiene standards have been rated as very good.

Leadership and Management

The statement of purpose (SoP) clearly states what people can expect from the outstanding service. There is a written guide which gives people who live at the service, their relatives and others, accurate information about the service.

The service has robust quality assurance arrangements in place. This effective oversight ensures a high-quality service, which achieves the best outcomes for individuals and improves their well-being. The Responsible Individual (RI) visits the service and spends time talking to people. The most recent quality of care review identifies areas for development and improvement and uses the views of people to develop and improve the care and support provided. The service provided is underpinned by core values, operates smoothly and effectively, and the service is committed to supporting people to achieve their personal goals. A member of care staff told us, *“We know what people’s goals are for the week and give people motivation to do the things they enjoy and get their independence.”*

The manager is suitably qualified for the role and registered with Social Care Wales, the social care workforce regulator. The manager knows people well and demonstrates commitment to providing compassionate leadership, ensuring effective day-to-day management and oversight of the service takes place. Management leads with compassion and humanity, which models the values and standards expected from all care staff. A member of care staff told us, *“This is their own home. We are the guests here to support them.”* The service is in regular communication with the responsible individual (RI). Regular care staff team meetings and residents’ meetings support the provision of high-quality care. Care staff told us that the management team are approachable and always there to help or advise when required. A member of care staff told us *‘[Management] is really approachable here... It is relaxed here, but there is also a clear structure in place.’*

The service has a robust and safe system for recruiting staff. Staff personnel files contain all the information required by Regulations to ensure they are safe and fit to work at the service. Disclosure and Barring Security (DBS) checks are in place and current. Care staff are registered with Social Care Wales, the workforce regulator. Throughout our visit, we saw there was sufficient care staff on duty to support people. The service does use agency staff at times, though recognises the value of consistency and aims to ensure this where possible.

Newly appointed care staff complete a thorough induction programme which includes training, shadow shifts and competency checks to ensure they can perform specific care tasks. Care staff training records indicate care staff have access to a variety of training opportunities, and care staff have completed a good level of training. A member of care staff told us, *“There is a purpose for all the training.”*

Care staff are provided with regular one-to-one support, through timely supervision and annual appraisals. This is in addition to the daily support care staff are provided by management when required. Management support care staff to develop their confidence, skills and experience recognising the positive impact valued and effective staff have on people using the service. A person who uses the service told us, “[We] have everything we want and can do what we please.” Exemplary leadership ensures highly motivated and skilled care staff are developed at the service, ensuring the care and support provided to people remains at a high standard.

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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