



Inspection Report on

Gwynfa

**GWYNFA
LLANBEDR
LL45 2LE**

Date Inspection Completed

14/09/2021

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About Gwynfa

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Lewis Jones Care Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Yes

Summary

People living at Gwynfa receive a service tailor-made to their specific and unique needs. Care staff are experienced, knowledgeable and trained to understand and treat them with value and dignity. People told us they feel safe and have enough to do. They have various opportunities to voice their wishes, feelings and concerns, and the manager takes action to make sure care is suitable and promotes their well-being. People are settled and comfortable with care staff, who know them well and give consistent and respectful care.

Generally, people are cared for in safe, secure and well-maintained surroundings. They can choose the décor of the bedrooms. People feel comfortable, because they are cared for in a pleasant, homely and clean environment.

The management and leadership are strong; roles are well defined and care staff are motivated, appropriately supervised and trained. The management is effective in delivering a service that keeps people safe and makes a positive difference to their lives. The manager is active in the life of the home and aware of the care being provided, resulting in good internal quality assurance systems.

Well-being

People know and understand the care, support and opportunities available to help them achieve positive outcomes. Each person has a personal plan, which includes what is important to them and what care staff will do to support them. The manager and care staff listen to the people's views and requests and take action to make changes. They seek information to help people make decisions about things that affect their lives. People have individual meetings with their key workers and have access to an advocacy service. People are aware of their rights and entitlements and have control over their day-to-day lives.

Care staff encourage and support people to be emotionally and physically healthy. They have contact with health professionals and monitor people's physical health. Care staff encourage people to be active and eat healthily. People have positive relationships with care staff and the manager and are able to share their feelings. This ensures they get the right care and support as early as possible, and is reviewed and updated.

The manager and care staff protect people from abuse and neglect. Care staff attend safeguarding training, and are aware of how to keep people safe and how to take action if they are concerned for their well-being. There are systems in place to make sure the environment is safe. The provider properly follows safe recruitment processes to ensure care staff are safe to work with people.

People's individual identities and cultures are respected. The service currently employs a number of care staff who speak Welsh. Although none of the people living in Gwynfa speak Welsh as their first language, the manager told us the service is able to provide a Welsh-speaking member of staff during each shift if required. The manager also informed us documents such as the statement of purpose and peoples' personal plans can be made available in Welsh. People have opportunities to express themselves in the language of their choice and the service provides a Welsh-speaking service.

People living in the home choose to participate in activities of their own choosing. People contribute to their community and take part in charity events. They access community activities. They can choose to do things that matter to them and to have a social life.

Care and Support

People have good relationships with care staff who provide them with consistent care. Care staff involve people, wherever possible, in making decisions that affect their lives. They treat people with dignity and respect so they feel valued. Care staff approach sensitive issues with the people in a considerate way. They ask the people how to best support them, so care is individual to each person. This shared way of working has resulted in people making significant progress since moving to the home. Care staff review people's health needs and they encourage them to keep well and lead a healthy lifestyle. People register with health services on arriving at the home. The home communicates effectively with health professionals, which results in improvements for people's well-being. The home seeks additional, specialist services when needed.

People complete personal plans with their key worker. The plans include what matters to them and their wishes and goals. These include positive behaviour support, which provide care staff with individual approaches to addressing specific behaviours. The manager and care staff identify risks, and regularly review them and manage them safely. Care staff recognise changes in mood and behaviours, and they encourage and support people to express their emotions in appropriate ways. People feel confident in sharing their worries and receive caring, considerate responses. People are encouraged and supported to maintain contact with family members, where possible, and to establish friendships. Care staff recognise people's uniqueness and work together to promote their confidence and self-esteem.

The provider has suitable arrangements in place to make sure people are safe. The measures in place to reduce the risk of people and care staff contracting Covid-19 are consistent with current Welsh Government and Public Health Wales guidance. Care staff complete Covid-19 tests, wear personal protective equipment (PPE) during their shifts, regularly clean the environment and rooms are well ventilated.

Environment

People live in accommodation, which meets their needs and supports them to maximise their independence. They are able to do things for themselves because the layout, design and facilities promotes independence and accessibility. The home provides comfortable, clean and well-maintained accommodation. The communal areas are spacious and attractively decorated. The provider has made positive changes to the homes' internal environment and there are plans for further improvements. The main office is located off the entrance hall and there is an additional office on the first floor, which is also a staff bedroom. Although the rooms used by people using the service are homely and attractively decorated and furnished, the staff bedroom requires improvement. People we spoke with said they like the house and their bedrooms, and are able to choose the décor and have things around them that they like. There is a garden to the rear of the property, and there are plans to improve the parking facilities for staff and visitors.

There are contracts in place for the regular servicing of the heating, electrical installation, water supply and fire safety equipment. The home identifies risks for the environment and activities and puts measures in place to reduce them, which include risks from Covid-19. There is a fire risk assessment and care staff organise fire drills and regular testing of fire safety equipment and smoke detectors. The management and care staff report problems to the provider and they respond promptly.

Leadership and Management

The provider sets out how the home will meet the needs of people in the home's statement of purpose. People receive a copy of the service user's guide before moving into the home. The guide is in a friendly format and explains what is available to people and how they will be cared for.

The provider ensures there are sufficient numbers of care staff, who are suitably recruited, and have the knowledge and competence to meet the needs of people living in the home. Care staff are encouraged and supported to gain appropriate qualifications to work with people living in the home. The provider ensures care staff receive training and guidance to provide the right care for people. Line managers supervise care staff every six weeks. The meetings include discussions about people's needs, any practice issues, training needs and staff members' own well-being. The management holds team meetings every month. We received feedback from care staff through discussion and surveys. The information supplied indicated there is a high level of support from management.

People are cared for in a home where there is a consistent management team, which sets high standards and there is effective use of resources. There is also a consistent care staff team, and morale is generally good. We saw care staff communicate effectively with each other during shifts, and we read the daily records care staff complete for each person. Care staff also complete additional information records if a person has made a request, or to share other significant information.

The provider has quality assurance systems in place to monitor the operation of the home and maintain standards. The responsible individual visits the home in person or virtually during lockdown at least every three months. They speak with people, care staff and the manager. They also check records and write reports of their findings, which identifies any areas for development.

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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