



Inspection Report on

Gwynfa

Llanbedr

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

13/06/2023

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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	14 September 2021
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People have fulfilling lives. They take part in activities they enjoy and what is important to them is respected. Overall, people are happy, feel safe and enjoy good relationships with the care staff who support them. Arrangements are in place to involve people in discussions regarding their care and support, and their views are listened to and valued. Support is provided to enable people to pursue their individual interests and for them to play a part in their community.

The environment is safe with systems in place to protect people's health and safety. However, some areas of the home would benefit from redecoration. Generally, people live in a homely, comfortable environment which is suitable for their needs. Each person's own room is personalised with their choice of décor, furnishings and include people's possessions which are important to them.

A stable and consistent care staff team know people well and are motivated to provide appropriate care and support while promoting people's independence. However, personal plans do not always record people's wishes, and how the support provided is helping them to make progress towards achieving positive well-being outcomes.

The responsible individual (RI) visits the service to speak with people about the care they receive and speak with care staff. They have undertaken a quality of care review, however they have not been able to complete this within the required timescale.

Well-being

People consistently contribute to decisions regarding their day-to-day lives. Choices are available to people regarding how they wish to be supported and how they want to spend their time. People are involved in discussions regarding their care and support, and care staff listen to their views. Written information is available regarding the service people can expect to receive and people know how to raise a complaint if they need to. People have access to an advocacy service.

People are happy and feel safe. They like living at the service and they praise the care staff who support them. Planned support is provided to enable people to keep in contact with their friends and families. People take part in positive activities and can do the things that matter to them. Care staff support people to access their hobbies and interests of their choosing. The activities people like to take part in are scheduled so that cars and care staff are available. Staffing levels allow for care staff to spend time supporting people on a one-to-one basis while participating in social activities. This encourages people to feel a part of their community.

Overall, people's physical and emotional well-being is promoted. Care staff help people to access health and social care advice when needed, which ensures people stay as well as they can. The home liaises with specialist professionals regarding people's health and well-being.

Good systems are in place to protect people from harm and abuse. Safeguarding training is completed by all care staff. Care staff are aware of their responsibilities in relation to reporting any concerns they may have regarding the safety of the people they support. Safeguarding policies and procedures are in place which supports care staff to protect people from harm.

People live in an environment which supports their well-being. Care and support is provided within a suitable and homely environment which promotes people's sense of belonging. The home is kept clean and tidy; however, the communal areas would be improved if redecorated.

Care and Support

Care staff are experienced and know the people living at the service well. This helps them to provide tailored care to make people happy. They have detailed knowledge of personal interests and hobbies, because of the familiar and close relationships formed, and this creates a relaxed and caring atmosphere. There is currently one care staff vacancy, and the service provider is recruiting to the post. Any gaps on rotas are covered by care staff doing additional shifts, which provides consistency for people.

People receive good care and support to meet their needs and personal outcomes. People tell us they are happy with the care and support they receive, and they feel staff treat them with respect. However, records of people's care and support needs require improvement. Risk assessments are in place for known risks to people's health and safety, and record how the risks will be managed but are not always reviewed and updated. People have personal plans, but they do not contain their views, and do not provide sufficient information regarding how they will achieve positive well-being outcomes. Although they are reviewed every three months, there is insufficient information to assess how much progress people have made. This is an area for improvement, and we expect the service provider to take action.

People's physical and emotional health is positively promoted. Individual health conditions are known and recorded within their care documents. Arrangements are made for people to see health professionals when required and the outcome of each appointment is recorded and shared with the team. Support is provided to follow the advice and guidance provided by health professionals. Arrangements are in place for people to receive their medication as prescribed, which helps them manage their health conditions. The storage of medication is suitable; however, the recording was inadequate. The manager revised the medication administration records (MARs) before the writing of this report and these are now fit for purpose.

The service is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture. The manager and two care staff speak Welsh fluently and speak with people in their preferred language.

Environment

The building and facilities are as described within the statement of purpose. Generally, people are happy with their own rooms, and they are personalised with their own belongings and photos. Choices are available regarding how each person wishes for their room to be furnished. This creates a homely feel and enables people to feel settled in their environment.

Overall, the environment is kept clean and tidy, but some areas require redecoration. Since the last inspection, the service provider has redecorated the care staff bedrooms. However, the hall, stairs and landing require attention as the paint work is scuffed in places. The service provider should consult with people regarding whether they would like their bedrooms to be redecorated. This is an area for improvement, and we expect the provider to take action. People are encouraged to keep their own room clean, and staff provide practical support with this task when required.

There is a garden for people to use which is a pleasant area to sit and contains suitable garden furniture. Since the last inspection, a part of the garden has been resurfaced to provide parking for care staff. This has had a positive impact for care staff as there is limited on street parking near the home.

Health and safety risks are managed appropriately. Arrangements are in place for the safe storage and preparation of food. Fire evacuation drills are completed and the fire alarm system, electrical installation system, boiler and appliances are checked, as required. This means people are supported within a safe living environment.

Leadership and Management

People can access written information regarding the service provided. There is a statement of purpose in place, which clearly describes the service provided and how the service is delivered. There is an easy read service user guide available which supports people to make an informed decision about using the service. There are suitable arrangements in place to oversee the smooth day-to-day running of the service. The manager manages the delivery of the service at the home and is supported in her role by a deputy manager. There are clear lines of communication between the responsible individual (RI) and the manager. The manager and most of the care staff have worked at the home for many years and tell us they enjoy their work and feel well supported. Records confirm care staff attend regular one-to-one supervision meetings and team meetings. Care staff complete training to enable them to carry out their duties effectively. There is an open and transparent culture at management level of wanting to work together to provide a good quality service, which improves the lives of the people supported.

The manager reported a good level of support from the RI. The RI has visited the service and produced reports of their visits, which show they consult with people, the manager and care staff. The RI has undertaken a formal quality of care review but not at the frequency required by the regulations. This is an area which requires improvement, and we expect the service provider to take action.

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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15	Personal plans do not consider people's personal wishes, aspirations and care and support needs. The service provider must ensure personal plans are co-produced with the individual and reflect their personal outcomes.	New
16	Although personal plans are reviewed within the required timescale, there is no information regarding to what extent people have met their personal outcomes.	New
44	The hall and people's bedrooms require redecoration. The service provider should ensure the home is properly maintained.	New
80	The RI has not made provision for the quality of care and support to be reviewed at the required frequency. The RI must review the quality of the care and support provided at least every six months.	New

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