



# Inspection Report on

**Haulfre Residential Care Home**

**Haulfre  
Beumaris  
LL58 8RY**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

8 March 2022

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## About Haulfre Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	19
Language of the service	Both Welsh and English.
Previous Care Inspectorate Wales inspection	This was the service's first inspection following its re-registration under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)
Does this service provide the Welsh Language active offer?	Yes. 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 are happy living at the service and they praise the care they receive. Care and support is provided in accordance with people's personal plans. Risk assessments are in place to promote people's independence whilst also reducing the known risks to people's safety. Choices are available to people in relation to all aspects of their day-to-day activities, and this enables people to feel in control of their lives. Opportunities are available to take part in a variety of planned group activities, and people are encouraged to make suggestions regarding what they would like to do. The environment is clean, tidy and spacious. Pleasant and accessible outside areas are available which enable people to enjoy the scenic surroundings. Staff enjoy working at the service and they feel well-supported in their roles. Arrangements are in place to ensure the service provided is consistently monitored.

## Well-being

People feel they belong, as they are shown dignity and respect. Care staff, who people like and get on with, provide support and assistance in a calm and unrushed manner. People told us *“we’re very lucky living here”*, and they feel settled and at home. Care staff spend time sitting and talking with people, and provide reassurances and comfort by appropriate use of touch, such as hand-holding. People receive their care in their preferred language, be it Welsh or English, as staff are able to converse bilingually.

People are happy because they can do things which they enjoy. A variety of different activities is available each day, for people to choose to take part in. People’s views are gathered informally during chats and formally during resident’s meetings as to how people would like to spend their time. Care staff listen and respond to the suggestions people make and activities are planned ahead according to people’s wishes. Choices are available to people regarding their own personal daily routines, which enables people to maintain a sense of control over their day-to-day lives. Arrangements are in place to enable people to see their family and friends, in a safe way, which also supports their sense of well-being.

People are protected from harm, abuse and neglect. There are systems and processes in place to ensure staff are trained in how to safeguard people from harm and the action to take in response to safeguarding matters. Care staff have access to up-to-date written information regarding their roles and responsibilities in relation to protecting people from harm.

Arrangements are in place to promote people’s health and to maintain people’s independence. Care staff are familiar with people’s care and support needs, and provide assistance as and when required. People have a choice of meals and choose where they would like to eat. Support with medication is provided which helps to maintain people’s health and manage health conditions. Improvements are required to the storage of medication in order to fully meet the regulatory requirements.

The home is bright, spacious and safe. Risks to people’s health and safety within the environment are identified and managed which keep people safe. Good infection control practices are in place which protect people as much as possible from the risk of coronavirus. The home is clean and overall maintenance work is completed in order to ensure people live in a well-cared for environment. This helps to contribute to people’s sense of well-being and pride in their home.

## Care and Support

People are involved in decisions regarding how they wish to receive their care and support. Personal plans record people's individual strengths as well as the tasks they need support with. What matters to people is important, and is recorded in their plans. This helps care staff to get to know the person, beyond their care and support needs. Reviews of personal plans take place monthly to ensure care staff can access up-to-date written information regarding people's needs. Risk assessments are in place to record specific identified risks to people's health and safety and the measures in place to mitigate those risks.

Referrals to health and social care professionals are made appropriately and promptly when changes occur in people's circumstances. This means people receive specialist advice and support when needed, to maintain their ongoing health and well-being. Records of the outcome of the professional's input are available to guide staff in what action they need to take in response to the change in the person's needs.

People benefit from good hygiene and infection control practices in place. The manager checked we had undertaken a Covid-19 test before we entered the building and checks are in place for all visitors to the service. Staff wear appropriate PPE (personal protection equipment) to protect people and themselves, as far as possible from the virus. There is a contingency plan in place regarding how the service would operate in the event of a Covid-19 outbreak.

Medication management arrangements at the service are not robust and this requires attention. People are supported to receive their medication as prescribed. However, we found the arrangements in place for the storage of medication is unsafe and not in accordance with the service's medication policy. The arrangements in place for returning medication is not always in line with the service's medication policy. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Systems are in place to protect people from harm and abuse. Staff receive safeguarding training and demonstrate a good understanding of their responsibilities in relation to protecting people from harm and neglect. A safeguarding policy is in place and reports are made appropriately to the local authority when required.

## Environment

Care and support is provided within an environment, which promotes people's sense of belonging and their well-being. The building and facilities are as described within the statement of purpose. The home is clean and homely, with a choice of lounges where people can spend time with others, as they choose. There is also smaller seating areas available within a large conservatory area, which overlooks the extensive gardens and has open views towards the sea and countryside. People's own rooms are individually decorated, and are personalised with their own items of importance such as photos, paintings and soft furnishings. Outside space is accessible and there is seating available on the veranda. Raised bedding is available which people use to plant and grow flowers, fruits and vegetables.

Overall, maintenance of the premises is to a high standard. The only exception to this is an area of the ceiling, near the entrance to the dining room, which is showing signs of water damage. The manager is aware of this and has made efforts to arrange for this to be addressed. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Health and safety risks are identified and appropriately managed. The kitchen has the highest possible Food Hygiene rating of five (very good) following the most recent Local Authority inspection. There are arrangements in place for the safe storage and preparation of food. Fire safety checks are completed, as required. The manager has taken action in response to recommendations made by the fire service, following their inspection of the service. Electrical testing is currently overdue, but the manager is aware of this and arrangements are underway to address this. Arrangements are in place to promote good hygiene and infection control within the premises. There are cleaning schedules in place and staff are responsible for ensuring all areas are kept clean.

## Leadership and Management

Staff are recruited safely and suitable checks are completed before new staff are employed to work at the service. Care staff are happy working at the service, and feel supported in their roles. One care staff member told us “*mae'n le braf i weithio*” (“*it's a nice place to work*”) and another care staff member told us the best part of their role was “*spending time talking to people and hearing their stories*”. The manager and assistant manager are available to provide care staff with guidance and to oversee the care and support provided on a daily basis.

There are adequate numbers of care staff available to provide the required levels of care. This ensures people receive the care and support they need at the right time. Care staff told us they work well as a team and can depend on their colleagues to help each other with completing their tasks. Staff meetings occur regularly and staff receive supervision sessions with their manager. The manager also receives regular supervision support from the responsible individual.

Arrangements are in place to support the smooth running of the service and to provide oversight of the quality of the service provided. The responsible individual oversees the running of the service and consults with the care staff and people using the service as part of their monitoring. Records are available to evidence the monitoring arrangements in place by the manager and the responsible individual.

Quality assurance processes are in place to review the standards of service provided, which include obtaining people's views about the care and support they receive. Regular residents meetings take place and minutes of the meetings are available to people who are unable to attend the meetings. We saw people had previously suggested at one of the meetings they would like a cheese and wine afternoon, and this was taking place on the day of the inspection. A full quality of care review is undertaken every six months and reports are available to reflect the information gathered.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
44	Arrangements are not in place to ensure all areas of the environment are properly maintained. One area of a ceiling in a communal area has experienced water damage and requires repairs to be made.	New



58	The arrangements in place for safe storage of medication is not robust and action is required to ensure this area of the service fully meets the requirements of the regulations.	New
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