



## Inspection Report on

**Llwyngwian Fawr**

**Dyffryn Ardudwy**

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

**This report is also available in Welsh**

### **Date Inspection Completed**

20 December 2023.

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## About Llwyngwian Fawr

Type of care provided	Care Home Service - Adults Without Nursing.
Registered Provider	Achieve together Ltd.
Registered places	4.
Language of the service	English and Welsh.
Previous Care Inspectorate Wales inspection	20 December 2023.
Does this service promote Welsh language and culture?	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

Llwyngwian Fawr is provided with sufficient care having regard to the statement of purpose. It provides a home for people who have a learning disability and a mental health condition. Llwyngwian Fawr has a staff team who are competent, committed and have the skills and knowledge to meet the needs of people. Care staff retention is good, and they feel supported. A manager, regional manager and a Responsible Individual oversees the service.

## Well-being

People are supported to have control over their day-to-day life choices and their views are respected. Care staff provide a person-centred care approach and use positive role modelling behaviour. People participate in regular community meetings where they are encouraged to voice their opinions with their peers. Keyworker sessions support people to express their wishes and feelings on a one-to-one basis with their key worker. An advocacy service offers people the opportunity to have their voice listened to independently of the home. People are consulted about their care and can make their views known through their annual review meetings, consultations with care staff, and health professionals. The review takes into account the views of people, families, care staff and professionals to assess people's care and support needs.

People have access to physiological and mental health care support services. They are registered with primary and specialist health and social care support services in the locality of the home. Care staff have an understanding of people's emotional needs, they have access to external professional advice to support the sensitive informed approach to their practice.

People spend time with those who are important to them and have a positive influence on their lives. Care staff recognise the importance of encouraging positive relationships to promote people's well-being outcomes. Care staff understand their responsibilities in supporting people to maintain contact with key people in their lives. Care staff understand their safeguarding responsibilities and have access to advice and support from the manager, regional manager, Responsible Individual, and local safeguarding authority.

People live in a home which supports their well-being outcomes. Their bedrooms are suitably furnished, personalised, and provides a space to spend time on their own. People have opportunities to socialise together and have access to facilities within the home which encourages their independence. Health and safety checks are completed to ensure the home is safe for people and care staff. People are busy caring for animals and maintaining the site. This provides people with a secure, stable home environment to support them to develop, flourish, trust and feel safe.

## Care and Support

Personal plans include information for care staff of the agreed care and support and the way this will be provided. Plans provide a clear and constructive guide about the person, their care and support needs and the outcomes they would like to achieve. The personal plan is reviewed on an ongoing basis and enables people, their families, representatives, and care staff to measure progress and consider whether personal outcomes are met. Provider assessments contain information about people's care and support needs, compatibility and impact upon others residing at the home. People's personal outcome goals are recorded and once achieved, new goals are created to ensure they are supported to succeed. Records demonstrate care staff consult with health professionals when people's overall health fluctuates, to ensure prompt medical care and treatment is received. People have access to external mental health services for treatment, advice and support and care staff are provided with practice techniques on how best to respond to behaviours and risk. Care staff support people to attend appointments and consultations. Prescribed medication is stored securely, the recording of the administration of medication is effective.

Care staff are committed to develop and underpin their knowledge by completing mandatory and additional training, to ensure they are equipped with the skills and knowledge to respond to people's needs and behaviours safely. Care staff confirmed they can access additional training to develop their knowledge in a specific area to respond to people's individual needs. They confirmed the training provided by the service provider is valuable and they can apply theory to practice which in turn, benefits people in their care. The service can provide an 'Active Offer' of the Welsh language as seven care staff are Welsh speaking. A written guide is available to people, placing authorities and any representatives, which provides information about the service.

People are supported and encouraged to develop their independent living skills. They participate in a range of household tasks such as laundry and cleaning of their bedrooms and the home. They partake in social and leisure activities such as shopping, animal care, gardening, cooking, and visiting places of personal interest, which promotes integration, independence, and well-being outcomes. Social and educational activities form part of people's routines and care staff support them to further develop their skills. There are enough care staff who have the knowledge, skills, and competency to meet people's individual well-being needs. We observed care staff using appropriate language and communication assistances with people. Due to effective staff recruitment and retention, the continuity of care for people is good.

## Environment

The home is a detached small holding situated in six acres of hillside. It is within walking distance or a short drive from a village where there are shops. People can access community-based activities within larger towns and cities via public transport. An external inspection of the environment confirmed the areas surrounding the home is tidy given there are animals onsite. An internal inspection of the home confirmed the areas used by people and care staff are safe, clean, and tidy.

A wooden lodge located next to the home provides a safe space for the manager and care staff to complete their work. Confidential records relating to people and care staff are electronic and are stored securely. The home is secure, the main front door is locked and accessible via keys that care staff and people have access. There are regular health and safety, fire safety checks which are completed regularly. Care staff supervision and performance reviews are completed in the wooden lodge to ensure discussions are confidential. Furthermore, the Regional Manager and the Responsible Individual complete announced, and unannounced visits to the home to assess the environment and ensure people have opportunities to share their views about their home.

## Leadership and Management

The leadership and management of the service is good, performance is monitored and there is clear strategic direction of where the service would like to develop. The statement of purpose provides information about the service's aims and objectives, policies, procedures, and quality assurance process. There is good retention of care staff, and they feel supported. Care is provided to people on a one-to-one basis which means they receive the support they need to ensure they are safe and well. The service monitors people's progress and provides additional support when needed.

The Responsible Individual visits the service in person to monitor the performance in relation to its statement of purpose and to inform the quality-of-care review. The Responsible Individual has a system in place which ensures when the manager is not available or is absent for any reason there is an effective and competent deputising system to provide leadership on a day-to-day basis. Care staff support people to complete a quality assurance questionnaire; this allows management to monitor and make amendments to the support provided to reflect people's wishes and feelings.

Policies and procedures are proportionate to the service being provided in accordance with the statement of purpose. People receive care and support from a stable care staff team. Care staff use positive and good-natured humour with people to enable them to trust, feel safe and secure. Care staff know people well, they place people's well-being at the centre of their practice. People are comfortable with care staff, and they have fun together.

Care staff are supported by the manager via daily conversations, regular one to one supervisions and an annual appraisal of their performance. The care staff supervision matrix demonstrate they receive a regular review of their performance. Care staff confirm they receive good support and advice from their colleagues and the manager, which is essential when responding to people's fluctuating needs and behaviours. The care staff training matrix demonstrate they receive mandatory and optional training to underpin and develop their knowledge to reflect people's needs and behaviours.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
36	Care staff have not received consistent one-to-one supervision with their line manager or equivalent officer, or a more senior member of staff within a quarterly basis. The provider needs to ensure care staff receive supervision on a consistent basis and that this is formally recorded.	Achieved
73	Prior to this inspection, the previous Responsible Individual had not visited the service on a regular, three monthly basis. This has resulted in a failure to evidence that visits are logged and documented.	Achieved

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