



## Inspection Report on

**Dolwen**

**Dolwen  
Ruthin Road  
Denbigh  
LL16 3ER**

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

**This report is also available in Welsh**

### **Date Inspection Completed**

Date\_Last\_Inspection\_Completed\_  
28th February 2022

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## About Dolwen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Denbighshire County Council Adults and Children's Services
Registered places	32
Language of the service	Both
Previous Care Inspectorate Wales inspection	<a href="#">7 June 2019</a>
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 receive encouragement and positive support. People are provided with activities, as and when they choose. There are several choices available for them to participate, within their daily routine. Management have effective oversight over the quality of care and take prompt and appropriate action when required. People's bedrooms are clean, homely and spacious, as are communal areas.

## Well-being

People appear content and comfortable. We observed positive interaction between people and care staff, who are attentive and kind. People's personal plans are planned around their preferences and needs. Care staff assist people with their daily routines. Management work well together to oversee and monitor care. The environment is spacious, airy and safe.

People's well-being is a priority. We observed several health care staff visiting people and communicating with care staff about people's health needs. Care staff are supportive, kind and encouraging. Management take appropriate action to ensure people's well-being is maintained. The environment is bright, spacious and clean.

The provider ensures there are appropriate measures in place to protect people from the risk of harm and neglect. Personal plans are updated and monitored regularly; risk assessments are in place where required. Care staff attend training in safeguarding. The service has up to date policies and procedures in place, which care staff can access.

People are comfortable and content in their surroundings. People can choose how and they spend their time. We observed care staff assisting people to do and go to where they chose to. We observed effective infection control practices by care staff. We found the environment is clean and items to assist with infection control are situated, safely throughout the service.

## Care and Support

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People's personal plans are up to date with people's care needs; the sample of personal plans we viewed are detailed and reflect needs. These are written clearly and presented neatly. The people we spoke with told us they are happy with the care they receive. One person told us, they enjoy living there; they told us about what they like to do within their daily routine and showed us where they prefer to spend their time. We found people's plans are monitored and altered according to whether care needs change. We also found care files are checked within the service monitoring programme.

People have access to health care, within and away from the service. We observed people being visited by health professionals throughout the day. Care files showed people are assisted to attend care appointments away from the service. Care files contained information and recorded communication with a variety of health professionals; these included general practitioner (GP), district nurses, chiropodist, dentist, dietitian advice and others. We spoke with health professionals, who told us, the care people receive is good; however, communication has not been as effective in recent months; we discussed this with management who have steps in place to make improvements.

There are effective infection control measures in place. We observed care staff practicing safe infection control practices throughout the day; we observed care staff wearing, using and disposing of PPE appropriately. We found infection control is monitored and reviewed. Care staff told us they have received training in infection control. We saw evidence of this within the training programme. The policies and procedures are up to date and accessible to care staff. We observed several Personal Protective Equipment (PPE) stations, in various accessible areas within the service. There are good cleaning and hygiene routines in place.

Medicine management is safe. We found the procedures are up to date and accessible to care staff. We observed the medication area to be locked, well organised and safe. We spoke with care staff who told us they feel confident in medication administration and processes. Care staff files evidence care staff are trained in medication administration. Management take appropriate action, in line with the service policy, if medication errors occur. We found medication is safely stored.

## Environment

We found the environment is clean safe and secure. We found there are several communal areas for people to spend time. We observed people sitting together within various areas of the service. People's bedrooms are clean, tidy and people have their personal belongings, like ornaments, pictures and some furniture, around them. Heavy furnishings are secured. We found a variety of activities available for people; these include, games, and visual stimulation activities, which are beneficial for people living with dementia.

The service entrance is secure. Care staff ensure appropriate infection control checks are undertaken, including temperature, infection checks and hand sanitisation. We found communal areas are safe and monitored. Communal bathrooms are clean, colourful and bright. Maintenance records show fire and lighting monitoring and checks are undertaken. The medication room is locked, as is the store room for the control of substances harmful to health (COSHH). We found regular fire drills are undertaken. Mobility aids and hoists are cleaned and checked. Personal evacuation plans are clearly recorded and accessible.

## Leadership and Management

The provider ensures there are effective arrangements in place to support the quality of care. The statement of purpose (SOP) is an accurate reflection of the service provided. Care staff attend required training, and face to face training is planned to be increased. The service policies and procedures support this training, accessible to care staff and are up to date. Care staff told us they felt supported by management, and this is evidenced in supervision records. We evidenced the manager receives regular supervision by the responsible individual.

There are systems in place to monitor, review and improve the quality of care. We evidenced feedback gathered by management, from family and visiting professionals, which is positive. There have not been any complaints to the service since the last inspection and we reviewed several complements and cards received by the service.

Staffing levels are sufficient and this was evident when we visited the service. We reviewed the staff rota's, which showed sufficient staffing is maintained. We acknowledged the pandemic has been challenging and has affected staffing levels. Care staff told us they felt staffing levels enable them to undertake their caring duties safely. We found safe recruitment and induction of all staff. Staff files show care staff receive regular supervision and training. The training matrix evidenced this.

The provider is efficient in notifying regulatory agencies including Local Authority, Health and Care Inspectorate Wales (CIW). We acknowledged the provider had experienced some technical issues, which are now rectified. We find communication is open and transparent.

