

Inspection Report on

Cysgod Y Gaer

Cysgod Y Gaer Retirement Home Maesafallen Corwen LL21 9AE

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30 March 2022



About Cysgod Y Gaer

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Denbighshire County Council Adults and Children's
	Services
Registered places	23
Language of the service	Both
Previous Care Inspectorate Wales	This is the first inspection of the service since it was
inspection	re-registered under Registration and Inspection of
	Social Care Act (Wales)
Does this service provide the Welsh	Yes. The service provides an 'Active Offer' of the
Language active offer?	Welsh language. It anticipates, identifies and meets
	the Welsh language and cultural needs of people
	who use, or may use, the service.

Summary

The service is operated in a way that meets people's needs well. People are supported by a happy staff group, many of whom have worked at the home for many years and know people well. The service's policies and procedures help ensure safe effective practices and staff are trained to do this. People's health and well-being is maintained by comprehensive care planning and weekly meetings with health practitioners. Swift action can be taken where changes in needs are identified. People's uniqueness is respected, everyone is treated as an individual, their needs met in ways they prefer. Meals are wholesome and nutritious and people are very complimentary about the quality and presentation. People say they are happy living in the home, staff say they are happy working here and there is a sense of contentment and warm friendliness.

Regular audits of the service help keep the building maintained and ensure continued improvements are made. The environment promotes people's well-being; it is equipped to help them with their mobility and provides space that is clean, warm and homely. Recent investments mean people can now enjoy nicely decorated lounges with large screen televisions and easily audible music. People living in the home enjoy their surroundings and the care staff who support them.

Well-being

People have choice and control about the care and support they receive at the home. They choose how to spend their day and carry out their daily routines. They choose which activities they want to engage in. We saw these are varied, providing an opportunity to exercise, be creative with crafts, listen and play and use their skills such as baking. People enjoy meals from a varied menu offering different options of home cooked nutritious food. Personal plans include information about people's history, their likes and dislikes, their hobbies and other interests so that care can be tailored to suit them. Staff are familiar with the residents of the home as many have worked there for a long time and come from the local area. There is friendly banter and staff talk with kindness and patience in people's preferred language. People are happy with the care staff who support them and enjoy living at the home.

People's physical, mental and emotional well-being is looked after well by care staff who promptly seek professional and health advice when required. Weekly meetings between the GP, nurse practitioners and management at the home help keep people's well-being at the foremost of care provided and ensures any changes are quickly identified and catered for. People's personal plans are reviewed regularly and information shared with staff so they are always aware of any changes in people's needs. Effective infection control procedures keep people safe during the Covid-19 pandemic, all staff and visitors wear face masks, visitors are tested for Covid-19 before they are allowed in and hand sanitisers are situated around the home; visiting is by appointment only.

Most staff have up to date training in safeguarding and sign to confirm they have read the policies that protect people from abuse and neglect. Frequent meetings between management and staff provides opportunity to discuss practice and the whistleblowing policy and procedure further helps to ensure people are safe. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in the person's best interest and with full consideration of the family and Denbighshire's safeguarding authority.

The accommodation provided is warm, clean and homely. People have the furniture they need to be comfortable and provision of new furniture is planned. The provider is proactive in identifying improvements that will enhance people's experience. Communal rooms have recently been decorated and new large screen televisions enhance peoples viewing; they can select films or programmes on demand. Aids around the home help people mobilise and people have choice where to spend their time, with a range of lounges, a dining room and large foyer. People are happy with their surroundings.

Care and Support

People have the quality of care and support they need and prefer. We saw personal plans are written with the person, their family and professional agencies and reviewed with all concerned having input. Care documentation gives a picture of the person as a unique individual, it informs staff how they spent their life previously, what is important to them now and their preferred routines. Activities of daily living have been individually risk assessed to help keep people safe while promoting their independence and care staff are deployed strategically where people tend to congregate or mobilise. The service is provided in the Welsh language where preferred as staff are Welsh speaking. Documentation is available bilingually, signage around the home is written in both languages. People are familiar with each other and with staff, many originating from the area. Menus show people have wholesome, nutritious food and a choice of meals. We saw ample portions served in accordance to preference and people enjoyed their food. Comments from people include "very happy", "lovely staff here" and "the food is good-well served." People have maintained social contacts with friends and family through the Covid-19 pandemic via digital technology and changes to the environment to allow for safe visiting. There are three visiting pods which allowed for a number of visitors to the home at any one time through the Covid-19 pandemic and people may still use these. Currently, visiting is by appointment only to ensure risk of infection is minimised.

Records show people get any health advice and support required when they need it. People have appointments with district nurses and GP's, community psychiatric nurses, opticians and dental practitioners. We saw dental and oral health care plans are reviewed monthly. Weekly virtual meetings take place with the GP and nursing practitioners to discuss people's health and wellbeing making sure people receive prompt advice and support. People's emotional and mental health is cared for; they are respected as individuals, wishes catered for creatively and with respect for people's uniqueness. We saw how people derive pleasure from petting a lamb, cuddling a baby doll, playing the piano.

The service promotes hygienic practices to manage the risk of infection. All visitors are tested on arrival for Covid-19 and results are recorded. Temperatures are taken. Sanitising stations, masks and aprons are on every corridor and outside bedrooms throughout the home. Instructions to staff and visitors are visibly posted, staff wear face masks.

Environment

The provider ensures people's care and support is provided in an environment with facilities and equipment that promotes achievement of their personal outcomes. We saw rooms are reasonably decorated, clean and bright. Some rooms have been redecorated recently, the lounges are updated and new large screen televisions have been purchased on which people can access films on demand and have virtual meetings with their relatives. Other technology provides music throughout the communal areas. New blinds have been purchased and there are plans for further work; a new Jacuzzi style bath has been ordered which will provide an additional bathroom, a new dining table and chairs also. There are plans to replace bedroom furniture and furnishings. There are re-ablement facilities; a kitchen with rising and lowering worktops so people can practice their daily living skills. People have reclining chairs and some have repositioning beds to maximise their comfort. A loop system helps people with impaired hearing, grab rails and mobility aids assist people to move around the home.

The service provider identifies and mitigates risks to health and safety. We saw generic risk assessments for the home and individual risk assessments for various activities undertaken by each person. Incidents of falls are monitored and evaluated to identify themes and make risk management more effective. Records show safety checks are completed for water, fire equipment, electrical appliances and electricity installation. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. The home has a maintenance person and we saw a record is kept of jobs to do and there progress. Cleaning schedules are very specific and detailed making sure all areas and behind all equipment is cleaned. Equipment is stored away from areas frequently used by people leaving corridors free from obstacles.

Leadership and Management

The provider has governance arrangements in place to ensure the service is well run. We saw the responsible individual visits the home frequently and produces a report of these visits. The last visit took place in March and concluded with action plans and target dates. Improvements have been made to the environment. Progress on previous actions is recorded. The audit considers key issues such as well-being of residents, staffing, the environment, any safeguarding issues or concerns raised. We saw the quality of care review completed in January. A range of policies and procedures must be read by all staff to keep practices safe, a set of these is kept where staff can easily access them. The Statement of Purpose has been updated recently so people have an accurate view of what is provided. People and staff can speak to the deputy manager daily as she is present most of the week, is visible to all and takes pleasure in talking with people and staff around her. We spoke with staff who confirmed they feel well supported, they love their work and the people they work with.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge to provide the care and support required. Staff records show safe recruitment procedures are in place and a good range of training in relevant topics is provided to staff; the deputy manager was receiving training in Mental Capacity on the day of our inspection. There are systems in place to make certain staff all receive the same information at the same time. Staff have access to an online group where information is fed, they also receive information about changing needs through handover procedures and a communication log. Staff receive support from their manager, with regular opportunities to meet and discuss practice and an annual appraisal of their developmental needs. We saw there are sufficient staff on duty to meet the needs of people living in the home, to cook, to clean, to maintain the building and do the laundry and staff rotas show this is usual. Some staff have worked at the home for many years and there is a good sense of camaraderie; staff are happy in their work and enjoy what they do.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable. The home is clean and comfortable with furnishings and furniture suitable for people in the home. Redecoration, solar panels, visiting hubs in the garden and the purchase of large screen televisions has made an improvement to the environment. People's overall well-being and further improvements planned will greatly enhance people's experience in the home. This includes a further bathroom with a specialist bath, the addition of an extra art and craft space and new bedroom furniture which will all benefit people who live here.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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5 May 2022