



Inspection Report on

Glasallt Fawr Care Home

**Glasallt Fawr
Llangadog
SA19 9AS**

Date Inspection Completed

21/12/2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Glasallt Fawr Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glasallt Fawr - Camphill Centre
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	12/04/2018
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.

Summary

People receive a good service through dedicated managers and staff teams. The Responsible Individual (RI) has detailed oversight of the service. The service is monitored through quality audit tools and the RI's Regulation 73 visits.

People's individual health and wellbeing are important to those providing the care and support. People living in the service are at the centre of the service and people, their relatives or representatives have corroborated this. Care and support records provide a good sense of the person, their needs and what is important to them.

The service provides a safe environment for people to live. There are appropriate infection prevention and control measures in place in line with Public Health Wales guidance. The service is well maintained with ongoing improvements being made. The rural location offers people a wealth of opportunities to learn new skills, hobbies and develop their knowledge.

Well-being

People's choices and views are recognised. The RI seeks the views of people, their relatives and staff working in the service during their visits. Individuals can personalise their bedrooms with colours and items that are important to them. Choices of meals and refreshments are offered according to their needs and preferences. People are able to participate in a range of activities, hobbies and interests they enjoy.

People are protected from the risk of harm and abuse. Staff speak caringly about the individuals living in the service and have a good understanding of people's needs and how to meet these. Staff interact with, and support people in a caring and thoughtful manner. Care records provide detailed information about the needs and preferences of people and provide a good sense of the individual. Staff are clear on their responsibilities to protect people and this is supported by policies, which are regularly reviewed and updated. People and their relatives feel they are safe living in Glasallt Fawr.

Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection prevention and control. The service is clean with no malodours and is well maintained. Recruitment measures ensure staff working at the service have the right skills and approach to care. The service liaises with health and social care professionals to ensure people remain as healthy as possible.

Care and Support

Care records are detailed and provide a good picture of the individual, their needs and how best to support them. The care records include the use of a range of communication tools. Staff members are knowledgeable and speak enthusiastically about supporting individuals and working in the service. Staff told us; *“this is a great place to work, so rewarding”*. Care records and associated risk assessments are regularly reviewed and updated when needed. Health and social care professionals are actively involved with people and this is well recorded in people’s care records. There are appropriate measures in place for the safe storage, administration and recording of medication.

Additional consideration should be given to meet the requirements of the “Active Offer” of the Welsh language including having bilingual information readily available.

There are sufficient staffing levels in place to meet the care and support needs of people living at the service. Staff told us there have been some issues with staff sickness due to the Pandemic but they have supported each other by covering shifts. Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

People and their relatives told us they are happy with the care they receive and praised the care staff. One person told us; *“this is the best place in the country, I adore it”*. A relative told us *“ X (person) is well supported at Glasallt to take part in activities that interest him and to lead a fulfilling life. All members of staff in his house team are caring and dedicated. His health needs are attended to promptly and we are kept informed of any medical appointments. X is supported in communicating with family members, which has been very important during the periods of Covid restrictions. We always submit a contribution to X’s annual review and our suggestions are listened to and recorded”*. Another relative told us; *“Glasallt Fawr deserves the highest praise, in every respect, especially keeping everyone safe and vaccinated over the past couple of years”*.

People are able to participate in regular group and individual activities that are important to them. Activities and hobbies are facilitated around the farm and in the local community when Pandemic restrictions permit. People’s interests are supported including being able to care for animals on the farm and at local amenities.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The RI and managers have worked with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice. Staff are clear on these, and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are carried out within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection prevention and control measures are in place, there are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors, who come to meet their relatives at the service. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are thorough maintenance checks, servicing and audits in place. The environment is clean and free from malodours. Maintenance matters raised in the last inspection have been addressed and there is an ongoing programme of maintenance within the service.

The environment supports people to achieve their personal outcomes. People enjoy living in comfortable surroundings with access to farmland and far reaching views across the countryside. There are four homes within the service; a communal building; outbuildings and workshops situated in 120 acres. The layout of the service enables people to use the facilities available to them safely. Décor and signage throughout the service is designed to stimulate and assist orientation. People's bedrooms are personalised with choices of colour scheme, items of furniture, ornaments, photographs and artwork.

Leadership and Management

There are good governance arrangements in place. The RI has undertaken Regulation 73 visits during the Pandemic. CIW have received copies of reports that demonstrate people, their representatives and staff are spoken with as part of her visits to the service. Staff and people living in the service confirmed this with us. We have also spoken with relatives who speak very positively about the management of the service and being involved and consulted about the care and support provided. There are a range of monitoring tools and audits undertaken by the management team. Actions required from these audits are acted upon and reviewed regularly.

Staff are knowledgeable, supported and competent to care for people living in the service. Staff told us they feel well supported by the managers and the RI including; *“the manager is very good – excellent – she cares about the residents”* and *“great support from RI and from fellow managers”*. Staff feel confident should they have a concern they can speak to a member of the management team and their concern would be listened to and addressed. Care workers speak very positively about working in the service including; *“it’s very enjoyable here – it’s like visiting friends, I like all the staff and residents”*.

Staff records show they receive a good induction, have regular supervision and an annual appraisal. We did note that whilst staff are receiving supervision a formal record of the meetings are not always being produced. Although managers feel well supported by the RI they are not receiving formal, documented supervision. These points have been raised with the managers and RI and assurances have been given that these practices will be addressed. Staff attend a range of mandatory and service specific training and the service’s training matrix corroborated this. Staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks.

Staff follow appropriate infection, prevention and control measures and they are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff.

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	N/A

	inspection	
--	------------	--

Date Published 01/02/2022