



Inspection Report on

Glyn Nest Trustee Company Limited

**Glyn Nest Residential Home
Ebenezer Street
Newcastle Emlyn
SA38 9BW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30/08/2022

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About Glyn Nest Trustee Company Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glyn Nest Trustee Company Limited
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a good service through a dedicated manager and staff team. The Responsible Individual (RI) has oversight of the service.

People's individual health and wellbeing needs are important to those providing the care and support. People living in the service and their relatives, and a health professional corroborate this. Work is required to ensure the individual needs of people are recorded in more detail and people and / or their representatives are involved in the assessment and review of their care.

The environment is welcoming, homely and clean. There are safe and appropriate infection, prevention and control measures in place in line with current Public Health Wales guidance.

Well-being

People are protected from the risk of harm and abuse. Care workers speak respectfully about the people living in the home and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. 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. Care workers receive regular supervision and training to support them in their role. Recruitment measures ensure staff working at the home 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.

Overall people's needs and preferences are reflected in their care records and through the care provided. However, more details are required about any specific support individuals may need and how they and /or their representative are involved in the care planning and review process. People are able to communicate in Welsh and English depending on their preference. The Responsible Individual (RI) conducts Regulation 73 visits to ensure people's views and opinions are sought and recognised. People and their representatives have access to information about how to raise a concern if they need to. One person told us *"I would speak to the manager or one of the staff if I had a concern" and a relative told us I know if I have a concern, she [manager] would deal with it"*. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and furnishings. Choices of meals and refreshments with alternative options are readily available.

Care and Support

Care and support is provided by a staff team who have a good understanding of people's needs and how to provide appropriate care and support. All staff spoke enthusiastically about caring for people and working in the service. There are sufficient staffing levels in place to meet the needs of people and to allow time for meaningful interactions. Care workers communicate in both Welsh and English according to the person's preference.

Staff support people in a caring and professional manner. People told us they are well cared for and staff are kind and helpful. Comments include; "the carers are wonderful, they are like my second family" and "they are so kind". Relatives also spoke positively about the care their loved one receive including *"the staff are marvellous and so very caring I feel my husband is safe here. Manager is very good, I know if I have a concern she would deal with it"* and *"they are all very good, I have no complaints at all"*.

The kitchen has a five star food hygiene rating. There are varied menus offering daily choices. People told us that there are menu choices available, and they can always ask for alternative meals if they want. Mealtimes appear to be a positive and enjoyable social event where people are encouraged and supported to eat their meals.

Care plans provide details of the needs of people; however, additional person centred information is required to give care workers a better sense of the individual and their specific care and support needs. In addition, more work is required to demonstrate how individuals and /or their representatives are involved in the assessment and review of their care, particularly during the Pandemic.

Health and social care professionals are involved with people and this is documented in their care records. A visiting health professional also praised the service telling us *"it's a very good home and manager. Care staff seem very kind and caring"*. There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication practices.

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 manager has 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, care staff are clear on these and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risk to people's health and safety. A visitors' book is signed on arrival and departure. Testing and servicing of firefighting and moving & handling equipment is undertaken within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner in the main. Infection, prevention and control measures are in place in line with current Public Health Wales guidance.

Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. There are thorough maintenance checks, servicing and audits in place. The service is clean and free from malodours.

The layout of the service supports people to use the facilities available to them safely.

There is bilingual signage to assist people orientate around the service. There are restrictors to the windows on the first floor and fire exits are clearly signed and free from obstructions. Care workers records confirm they have attended Health & Safety, COSHH, moving and handling and infection, prevention and control training. Training records corroborate this.

Furniture and fixtures are well maintained. People's bedrooms are personalised with items of furniture, pictures, photographs and items important to the individual. The communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath. This was discussed with the manager during the inspection.

Works to the service's lift are currently being planned. Alternative solutions and facilities have been prepared for when the lift is out of service. CIW has subsequently received a notification to inform us that the work has commenced since the inspection visit.

The communal gardens are well maintained and offer people and their visitors' attractive areas to sit and socialise.

Leadership and Management

People receive care from a staff team who are motivated and valued. The manager is very supportive of staff, and this is greatly appreciated by them. *Staff told us “[manager] is very approachable, you can always go to her”, “really good”, “[manager] is part of the team”.* Care workers also told us that they really enjoy working in Glyn Nest including, *“this is the most relaxed family orientated home I have worked in”* and *“I totally enjoy working here, the residents are lovely”.*

The manager is experienced and is registered with Social Care Wales. The manager is supported by the RI and Trustees and can call upon them whenever needed. Staffing levels have greatly improved since the last inspection. The increase in staff including additional senior carers enables the manager to delegate more effectively and allows time to concentrate on her role and regulatory responsibilities. The manager told us *“this has taken the pressure off me”.*

Staff records show they receive an induction, regular supervision and an annual appraisal. It is important for supervision records to be signed, dated and a copy provided for the care worker. One care worker who has recently started working in the service told us *“I had a good induction, some training, shadow shifts and time to read policies”.*

Staff attend a range of mandatory and specific training and records corroborate this. Care staff told us about the training they have attended and are able to demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. There are policies and procedures in place to support staff in their roles.

The staff recruitment records seen held all required information and clearances including references and Disclosure and Barring Service (DBS) checks.

There is oversight of the service by the RI. She has undertaken the required Regulation 73 visits. Staff and people confirm that she speaks to them when at the service, a care worker told us *“she [RI] is a lovely person, always speaks to the carers and residents”.* The Statement of Purpose reflects the service provided in Glyn Nest.

Since the last inspection, a system has been put in place to record all gifts given to staff and the service.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 26/10/2022