



Inspection Report on

Glanmorfa Care Home Ltd

**52-54 Station Road
Kidwelly
SA17 4UR**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

01/02/2023

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About Glanmorfa Care Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glanmorfa Care Home Ltd
Registered places	24
Language of the service	Both
Previous Care Inspectorate Wales inspection	2 November 2012
Does this service provide the Welsh Language active offer?	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 are very happy with the care and support they receive, a person who lives at the service told us *“I came here for respite but I like it so much here I decided to stay and that says it all”*. Care workers are guided by up-to-date person centred plans. All of the staff know people well and we observed many warm and friendly interactions. A care worker told us *“I love it here, it’s not like work, I enjoy it so much. It’s like a family environment more than a work one”*.

People enjoy spending time socialising in the many different communal areas, gardens or in their own rooms. Staff support people to remain active members of their local community.

Representatives of people who live at Glanmorfa are positive about the service and one told us *“we have always felt it’s the right place because the staff are looking after him and he likes them all”*. People, their family members and staff value the Responsible Individual (RI) and the managers of the service and have trust and confidence in them.

Well-being

People speak positively about the service they receive. Personalised plans concentrate on things that matter to individuals. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected as individuals, and interactions with the staff team are warm and friendly. People live in a service that provides an 'Active Offer' of the Welsh language, which means they can communicate in Welsh or English as they choose.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People can make complaints if needed and have confidence in the managers.

The environment is welcoming and homely. There are many different communal areas for people to socialise in and to do things that make them feel happy. Bedrooms can be personalised by the individual. The grounds and gardens are accessible for people to do things they enjoy, and people can access a hydrotherapy pool to help them remain as healthy as possible.

Governance processes focus on developing the service by using information from internal audits. The RI is involved in the day-to-day running of the home, people and staff talk to them about improving the quality of the service. This information is recorded in Regulation 73 visit reports. The Reg 80 Quality of Care Review needs to be completed every six-months rather than every year.

Care and Support

People are very happy about the individualised care and support they receive. Interactions are relaxed and encouraging, a person who lives in the service told us *“The staff are first class, second to none, I couldn’t ask for better”*. Representatives of people are very positive about the service and one said *“The staff are lovely and you can see that he likes them and they get along so well with him”*. A care worker told us *“The people who live here are so wonderful and we just try and do the best for them at all times”*.

The manager considers a range of information from the person, their representatives and external professionals. The service has person centred plans for how it provides care and support to individuals. People, their representatives and staff told us the manager regularly reviews plans with them, so they remain relevant. The manager intends to have more concise reviews that records feedback from people about the service they receive. Daily notes record the care and support completed and would benefit from including detailed information from the perspective of the individual that shows the impact of the care and support. There is good, documented evidence of health and social care professionals being involved with people. A healthcare professional told us *“Staff are welcoming, they will ask for advice and we have a good working relationship”*.

People enjoy a variety of activities in the service, grounds and the local area. People choose where to spend their time, they can access any of the communal areas or spend time in their own rooms. A dedicated activities coordinator works with people to set up a variety of group and one-to-one activities that occupy and connect people. We observed people enjoying playing board games, adapted skittles, singing and spending time talking and reminiscing. Two people were playing a game of draughts against each other, and one told us *“This is a great laugh but he (pointing at another person) keeps on beating me”*. A representative told us about the positive benefits of the activities on offer and said *“she’s involved in activities and loves the trips out. She does so much more at the home than she’d do with us”*

The staff work as a team and there are sufficient numbers of workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individual needs and preferences and ensure they spend time with people.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout and staff follow the latest Public Health Wales guidance.

Environment

The environment is homely, with a welcoming atmosphere. The manager ensures the service supports people in line with their needs and uses individual photographs on doors to help people orientate. People can use the different communal areas to socialise with each other or to have quiet time alone. People move around the service as they choose and appear comfortable and relaxed in the communal areas. Individual rooms are personalised by people with their own pictures, paintings, furniture and cable TV.

Maintenance issues are resolved promptly and the domestic team are dedicated to keeping the building clean and fresh. Regular Health and Safety audits of the property are completed. The service is compliant with Fire Regulations and testing of fire safety equipment is up to date.

Catering staff involve people when planning the menu and know individual's likes and dislikes well. A worker told us *"There is a set menu but people can have what they ask for"*. People choose to eat together or quietly, a person told us *"The food is great and I have a shopping list every week and the girls (care workers) pick it up for me"*. When discussing the meals, a family member said *"He loves his food and there's plenty of choice"*.

Additional COVID-19 measures are in place due to the high levels of cases in the area at the time of the inspection. There are sanitation stations throughout the service and a testing procedure for all visitors.

Leadership and Management

The RI is involved in the day-to-day running of the service, he is accessible and knows people and staff well. A representative told us *"I've met [RI] a couple of times and he's very nice and explains what he does and always stops to chat"*. Care workers value the RIs support, one told us *"[RI] is easy to talk to and we can ask for things and he gets them"*. Arrangements are in place for monitoring and improving the service through the RI's Regulation 73 visit reports. The Quality of Care Review uses information from internal audits and lists actions to improve the service but needs to be completed every six months.

All staff are positive about the leadership at the service. Managers are accessible and supportive of the people who live and work at the home. A worker told us *"It's the best care service I've worked for. They are very professional and flexible and consider my circumstances"*. Managers are hands-on and share time between working directly with people and administration duties. People talk to the managers openly and have built up positive relationships with them. Representatives know how to raise concerns if needed and one told us *"They [managers] couldn't be any better"*.

Policies and procedures are up-to-date and staff understand them. Care workers receive annual appraisals but supervisions are completed every six months. These need to be completed every three months and we will check for compliance in the next inspection. Staff demonstrate a good understanding around safeguarding and follow appropriate infection, prevention and control measures.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensures staff have the right skills and knowledge to meet people's needs. A care worker told us *"The induction supported me to do the job"*.

The manager ensures adequate numbers of experienced care staff work on shift to meet people's needs. Care workers have built good relationships with people and understand their individual needs, one told us *"I love the residents, they are like family"*.

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
16	Not easily evidenced that care records are being reviewed 3-monthly - or that people or their representatives are included in the reviews.	Achieved
16	Not easily evidenced that people and/or their representatives are involved in care plan reviews.	Achieved
44	Toiletries left in a communal bathroom for anyone to potentially misuse.	Achieved

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