



## Inspection Report on

**Glanmorfa Supported Living**

**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**

15 November 2021

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## About Glanmorfa Supported Living

Type of care provided	Domiciliary Support Service
Registered Provider	Glanmorfa Care Home Ltd
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an Active Offer.

### Summary

Overall, Glanmorfa Supported Living endeavours to support people to maintain their independence and live their lives as they choose. People's support focuses on their needs and positively impacts on their well-being: they say they do things which are important to them. An enthusiastic staff team want to make a positive difference to people's lives. Care workers feel well supported by senior staff. All employees attend regular training updates, relevant to their roles and say it helps them to support people appropriately. Good communication channels are evident throughout the service and there are robust systems in place to monitor the quality of care provided. This ensures action is taken to address any areas that require improvement.

### Well-being

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People are more than satisfied with the service they receive at Glanmorfa Supported Living: they say they feel free to speak for themselves or have someone who can do it on their behalf. Personal plans reflect each person's support needs, interests and goals in life. People say their views are considered when arranging things to do each week. One person told us in great detail about all the trips they had planned for the next six months. As there have been restrictions on activities and trips out during the pandemic, care workers have adapted their support to meet Public Health Wales guidelines, with many indoor and individualised activities arranged instead. This means people are as busy as they wish to be. Care workers are aware of the importance of each person's well-being. They listen to people's opinions and have a good knowledge of each person they support. They are friendly, respectful and professional in their approaches. However, although care workers regularly talk to people and/or their representatives to review any changes to their care and support needs, they currently do not always record these conversations. The Responsible Individual (RI) agrees they need to evidence this is happening and intends to change the way these processes are documented. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People are safe and their privacy and personal information is well protected at all times. Each person says they feel safe with their care workers. In addition, care workers are familiar to people. This gives each person confidence their needs and personal preferences are understood. People are aware of the service's written guide – this document describes what each person can expect from the service as well as details of the complaints process if they wish to use it. People say they know how to make a complaint and are confident the manager would listen to them if they did.

The provider is working towards the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. Some people are Welsh-speakers, some staff members speak Welsh. The RI is planning to have the service user guide made available in Welsh.

## Care and Support

Overall, there is an accurate and up-to-date plan for how care workers provide people's

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support, to achieve their best possible outcomes. The provider considers a range of information to ensure they can meet people's needs before they take up their tenancies. This includes obtaining information from relatives and external healthcare professionals such as social workers. From this, senior staff develop care records to describe people's support arrangements and requirements. It is clear people can follow their own routines as they wish and say the staff team support them well, as described in their care plans. There is also evidence of a multi-agency approach - we saw guidelines from external healthcare professionals such as physiotherapists and occupational therapists. In order to remain current, all care records are reviewed three-monthly, or more frequently wherever support needs changed. This means people can expect to receive the right support at the right time.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the premises and care workers may refer to infection management policies when necessary. All measures are in constant use to ensure people are safe from Covid-19 infections, including the monitoring and testing of all visitors and regular use of personal protective equipment (PPE) by all care workers. There is also good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals when necessary.

As far as possible, the service takes appropriate steps to safeguard people from neglect and abuse. Risks to people's health and well-being are clearly recorded and minimised so people can maintain their independence as far as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They say they would go to senior staff initially, but would be confident to go to external agencies such as the safeguarding team if they thought they needed to. Employee training records evidence safeguarding training has been completed.

## **Leadership and Management**

The service is committed to developing a culture that ensures the best possible outcomes are achieved for people. There are clear systems in place designed to monitor people's well-being and the quality of support each person receives. The RI visits the premises as

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part of their responsibilities to check the overall quality of support provided, and to ask for any improvements to be made. Records of these visits show a variety of discussions with people and the staff team. Senior staff carry out regular audits regarding all aspects of peoples' support. People complete satisfaction surveys every year, and we noted a number of complimentary comments from people and their relatives. Regular staff meetings are held to give all employees the opportunity to discuss their work and to keep up-to-date with all new developments, together with, three-monthly employee supervision records and annual appraisals show all care workers are regularly given the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI collates all the findings from surveys, incident reporting, audits and complaints into a six-monthly quality of care report, with all developments required.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Care workers undertake specific training relevant to the people they support. Employee training records demonstrate all care workers are up-to-date with their essential training. This enables care workers to fulfil the requirements of their role and to meet the needs of the people they support.