



Inspection Report on

Llanerchrugog Hall

**Llanerchrugog Hall
Hall Lane Rhosllanerchrugog
Wrexham
LL14 1TG**

Date Inspection Completed

25 August 2021

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About Llanerchrugog Hall

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Life Long Learning 4 Living Ltd
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	29 November 2018
Does this service provide the Welsh Language active offer?	Working Towards

Summary

People receive support to meet their personal, physical and mental health needs from caring staff who know them well. They are involved in planning and reviewing their care and support. People are supported to carry out activities of their own choosing, within the current Covid 19 guidelines.

People can feel confident the service is well run and the manager is working on improving the service. The environment is safe and accessible and re-decoration and refurbishment is ongoing. People are kept safe through good safety measures, including infection control.

People are supported by experienced and competent staff. Staff feel supported by the management team and receive supervision. There is training in place to support staff development and help them carry out their work safely and effectively, although some improvement is required.

Well-being

People have control over their day to day lives. People are able to get up and go to bed when they choose and they can choose where to spend their time. We saw the service supports people to have contact with independent advocates. Whilst residents meetings have been put on hold due to Covid 19, the manager and responsible individual (RI) have an open door policy, and people seek them out to discuss various matters with them. People are free to go to the kitchen to access drinks or snacks, whenever they wanted. People choose how to spend their time and are supported with activities of interest to them.

People's physical health and mental health are promoted. People have a varied diet which caters for individual preferences. People are supported to access healthcare professionals in a timely way. Care documentation ensure people's mental health support needs are understood. We saw staff are mindful of environmental risks and the impact they might have on individuals and make adjustments accordingly. The service supports people to maintain family/personal relationships, although at the moment they are working within Covid 19 national guidelines.

People are protected from abuse and neglect. The service has a recently revised safeguarding policy and staff have received training in the subject. Staff tell us they would feel confident to report any concerns. People told us they felt safe in Llanerchrugog Hall.

The accommodation is satisfactory. Its location, in a rural setting, yet close to a village, supports people with their well-being. There are large gardens which people can access for exercise and recreation. For example, one person is able to grow vegetables. The interior of the building is subject to ongoing redecoration and refurbishment. There is a plan in place to continue to update the building within the parameters of a listed building.

Care and Support

People can be confident they will receive the care and support they have been assessed as needing. Prior to people coming to live in the home, the person, and other important people involved in their lives are consulted. People can visit the home to ensure it is suitable for their needs. The service work with people to develop person centred documentation and care plans. This is reviewed monthly by them and their keyworker and annually by the management team. A family member we spoke with praised the person centred support their family member received. However, more detail is required in care plans to show how goals and needs will be met. Risk assessments around specific aspects of a person's care are written, but where a person's behaviour is likely to affect others a clear assessment and management plan should be in place.

People have access to a range of healthcare support. The service advocates on people's behalf to ensure they get the healthcare support they are entitled to. We saw people are supported to access a wide range of healthcare professionals, including GPs, nurse practitioners and community psychiatric nurses as needed. A visiting healthcare professional told us the service seeks support for people in a timely way, and follow guidance they provide. People are supported to access a wide range of activities and educational resources to meet their individual needs, although the Covid pandemic has adversely affected the availability of activities. Staff have provided alternative activities within the home setting, for example walks around the garden, karaoke sessions and art and craft sessions.

People are supported to stay safe. All staff receive training on safeguarding and the manager has ensured the safeguarding policy is up to date. The service works with agencies when problems are identified. Staff know their responsibilities to keep people safe and would report any concerns to the management team. There are good medication processes in place, with two staff members signing medication records, and the manager checking staff competencies in medication processes. There is a clear shift report which indicates which staff are responsible for particular tasks, this helps to ensure all important tasks are delegated and carried out. The service has good systems in place to protect people from Covid 19. They carry out regular testing as required, and have relevant and updated policies and risk assessments.

Environment

Health and safety of the home is well managed. There is an identified health and safety lead, who has had the relevant training. Regular fire systems checks are carried out as well as an independent fire alarm inspection. Other health and safety checks are carried out regularly to ensure the home is addressing any issues. The home has a Food Hygiene rating of 5, the highest score possible. The home has the necessary insurance in place.

The service provides people with care and support in a homely environment. It is accessible and safe. Redecoration and refurbishment in some areas has taken place. There is ongoing and planned refurbishment, within the guidelines the service has to follow because the building is listed. People are able to choose where to spend their time, be it in their own personalised rooms, the lounge or other communal areas. People benefit from the large grounds, which has space for people to undertake a variety of recreational activities.

Leadership and Management

People can be confident that the service has systems in place to monitor the smooth operation of the service. As well as being in the home frequently, the RI conducts three monthly reviews and regularly talks with people who live in the home and staff. The recently appointed manager is developing new systems and ways of recording to ensure the service is compliant with new requirements and evolving practices. Quality of care reports are completed as required, but could be enhanced to show what they are doing to improve and develop the service. The service operates as per the well written statement of purpose. Policies to provide guidance are in place, are clear, and reviewed regularly.

People are supported by a stable staff team who have the appropriate knowledge and skills. The service ensures that staff training is up to date, and where some have lapsed, due to the Covid 19 pandemic, are working to rectify this. The service is keen to undertake face to face training, and have started to re-introduce this, supplementing training with on-line training when required. Staff turnover is very low, and this provides people with consistent care from staff who know them well. The service ensures that Disclosure and Barring Service (DBS) certificates are checked every three years, as required. Staff receive regular supervision which ensures they feel supported. Staff told us they feel well supported by the management team and feel they all work well as a team.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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