



Inspection Report on

Llanerchrugog Hall

Hall Lane Rhosllanerchrugog

Wrexham

LL14 1TG

Date Inspection Completed

19 October 2023

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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	25 August 2021
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Excellent care and support is provided to help people achieve their personal outcomes. Care plans are co-produced, so people always have their views heard and the correct personal outcomes are recorded. The well-trained staff ensure these outcomes are regularly reviewed so people are always progressing towards their goals and identifying new ones. Care plans are very person centred and focus on people's strengths and how these can be used and developed.

People living in the home play an important role in what feels like and resembles a family home, partaking in daily living tasks such as meal prepping and setting tables, laundry and decorating their own rooms with support. They learn how to be healthier such as understanding food labels to choose less sugar in snacks and drinks. They are supported to reduce and quit smoking. Relatives describe the care as excellent; they are very impressed with the progress people make.

People in the home are very much involved in their community. They use the local shops, pharmacy, butchers, and bank and they support the local football team. People are valued and known citizens of the village.

The provider has excellent oversight of the home as he is always present and plays a valued part in supporting people. Records show the provider is clear on what is working well and where any improvements can be made.

Well-being

People have control over their day-to-day life. They are fully involved in the production of their care plan and subsequent reviews. Their views, and those of their relatives, provide a clear picture of what matters to them, what their outcomes are and how they want to be supported to achieve these. They choose what they want to do and where they want to go. They purchase the clothes they like to wear; they take part in hobbies they enjoy and visit places that appeal to them. They are treated with dignity and respect by care staff who know them well.

People are healthy and are supported to make good choices about their wellbeing. They attend hospital appointments and seek advice from health professionals when needed. They are supported to eat healthily and make good choices around food. The desire to promote and maintain peoples mental, physical and emotional health underpins and informs each care delivery plan; these plans are unique to the individual and reflect how they want and need to be supported to keep them well in every way.

Staff are trained to protect people from abuse and neglect, and people living in the service enjoy an open and honest relationship with staff that enables them to raise concerns themselves. Staff have worked in the home for a long time and are familiar with people's routines and mannerisms. They know when people feel unwell or are troubled.

Care plans are co-produced with the people they relate to and they focus on building independence and daily living skills. People are supported to use local transport, to access facilities in their village, to attend sports events and other entertainment. They use their skills such as gardening and develop knowledge in things that interest them such as music, photography and art.

People engage fully with their community. They are known by local business people and the public as they are involved in community life, shopping, banking, visiting local amenities and supporting the local football team. The local councillors visit the home to talk about local politics and everyone is registered and supported to vote in elections. People feel they make a contribution and are valued in their community.

The home provides accommodation that people are happy with. They choose the decor in their room, and the electronics they want to use such as computer games or simply a radio and television. Rooms are individual and suit the needs of people who occupy them.

Care and Support

Systems in place ensure excellent care planning and evidence of care delivery. Plans are thorough, accurate and kept up to date through monthly reviews. Staff described the review process when informing us of their key worker responsibilities and it is evident people are always fully involved; everything is co-produced. We saw photographs of reviews taking place and documents illustrating progress made and new goals set with people.

People are fully involved in designing their care plans because they are co-produced with people and their families. People's interests are fully explored, and we saw lots of evidence of their engagement in chosen activities. Attendance to sporting events, music concerts are commonplace, and people celebrate their Welsh culture through visits to Welsh historic sites, partaking in Welsh themed afternoon tea and supporting the national rugby and football team. Plans fully consider the skills needed for every aspect of daily living and assess the extent to which people already possess these skills. There is a focus on people's strengths and what they can achieve rather than what they cannot do. We saw examples of people achieving greater independence and contributing to aspects of daily living in the home. People help to prepare tables for lunch, shop for groceries, and help cook the meal. We saw how people have been supported to manage their finances, learning safe procedures for using the bank's cash machine.

Where the plans identify outcomes relating to daily living skills, these are broken down into specific achievable goals and tasks that will lead to achieving the outcome. We saw how people's confidence to go out and socialise has developed through regular trips into the village to explore local amenities and meet with local people. Developing independence skills is an overriding objective of care provision at Llanerchrugog Hall. Some people have been able to move on to more independent living arrangements, evidencing the service is very effective in helping people to achieve good outcomes.

People told us they enjoy close relationships with the staff, particularly key workers. Relatives praised the care describing staff as *"very caring and incredibly supportive"*. They shared accounts of how the care had helped their relative in the home and said, *"staff and the owners go above and beyond in everything they do"*. Another relative said *"the best thing is the family run vibe about the place. It seems like family and people really care"*.

People are supported to maintain their ongoing health. Hospital appointments are attended, and other professionals called when needed. Staff have taught people to identify the healthier snacks and drinks by studying the nutritional labels on food. Some people have been helped to quit or reduce unhealthy habits such as smoking. People are supported helpfully through life events such as bereavement, their mental and emotional health closely regarded.

Environment

The home is located in large grounds that accommodate various activities such as gardening, growing vegetables, socialising with friends and family and enjoying the fresh air. The home itself is large and provides various communal space so people can spend their time where they prefer, and all can easily access their own bedrooms. Rooms are personalised with photographs, paintings, people's own books and chosen electronics and other items related to their hobbies and interests. We saw some rooms have been redecorated and people told us they had chosen the colours, new flooring has been fitted in places and a bathroom has been refurbished. Investment in the building is ongoing and there is a plan in place to ensure continued momentum. People know their community well as they use the local businesses and support the local football team. One person told us *"I like it here, it's my home and I don't want to be anywhere else"*.

Records evidence arrangements in place to ensure the home is always safe and secure. There are up to date safety checks on the electrical installation, electrical appliances, water temperatures and water systems are checked. The home has checklists in place to keep all aspects of the home hygienic and safe and the food standards agency has awarded the kitchen a level 5 which is the best it can be. One staff member is also the designated health and safety person and they do spot checks to make sure all the checks have been carried out and safety measures are up to date. We saw medication is safely and securely stored and there are safe systems for administration.

Leadership and Management

Governance arrangements are highly effective and ensure the service runs well. The RI's (responsible individual) biannual reports evidence they have complete knowledge of all aspects of the service; they know what is working well, where progress has been made and where more needs to be done. We saw plans for refurbishment and redecoration, illustrating the RI knows and plans for what needs to be done in the environment. Management is very organised with whiteboards in the office, kitchen, and medication storage, clearly outlining procedures, checklists, and goals to ensure the home is run safely and consistently. The RI has excellent oversight as he is at the home daily; staff liken him to '*the dad in the family*'. One person told us the RI was taking him shopping in the afternoon and expressed how much they like spending time with him. We spoke with relatives and care staff who praise the input of the manager and RI and confirm their 'hands on' approach. One staff likened working in the home to being part of a big family and that everyone who works here, including the management team, put all their efforts into helping people live their best lives.

Individuals are supported by appropriate numbers of staff who are suitably fit and have the skills to help them achieve their personal outcomes. Records show there is an excellent continuity of staff, some staff have worked here for fifteen years or more. Two staff confirmed they really enjoy their work. One said it is like being part of a big family; they gain job satisfaction from seeing people develop; they feel everyone is respected equally, whatever their position in the home. Training records show a range of expertise is available in the service, and staff are encouraged to develop all the time. Some staff already have their NVQ level 3 in social care and others are working towards it. One has a health and safety qualification, another has a higher degree in Mental health. Staff share their hobbies with people living in the service, such as art and photography. All staff are properly vetted prior to employment and the views of people living in the service are an important feature of the recruitment process; prospective staff are invited to spend time in the home, getting to know people and taking the opportunity to decide whether the job is right for them as well as the other way around. Relatives told us staff are '*excellent*' and always '*go above and beyond in their role*'.

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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