



Inspection Report on

Maesllewellyn

**Maes Llewelyn Residential Home
Church Lane
Newcastle Emlyn
SA38 9AB**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/04/2022

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About Maesllewellyn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Carmarthenshire County Council Adults and Children's Services
Registered places	40
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

An experienced and respected manager leads a committed staff team who are valued by people living in the service, their relatives and visiting professionals. The Responsible Individual (RI) uses their Regulation 73 visits and quality audit tools to ensure they have a good overview of the service.

The health and wellbeing of individuals is important to those working in the service. People and their relatives corroborate this. Care records provide a sense of the person and people and / or their representatives are involved in their care when able to. Care workers are well trained and knowledgeable about the people living in the service.

The environment is well maintained, clean with no malodours but communal bathrooms could be made more welcoming. There are 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 are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Care records provide information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager who in turn is well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies. Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean, well maintained albeit communal bathrooms could be made more welcoming.

People's choices and views are recognised. The RI seeks the views of individuals living and those working in the service during Regulation 73 visits. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. The environment offers a number of communal areas for individuals to meet their visitors.

Care and Support

People feel they receive the care they need and compliment the staff, they told us, *“the carers are great, really friendly and kind”* and *“they’ll [care workers] will go out of their way for you”*. Family members also speak highly of the service and comments include, *“this is an absolutely fabulous home, They care for my mother so well. I have no concerns whatsoever. I know she is safe and being well cared for”* and *“I feel as though a weight has been lifted since my mother came in here – she is being very well cared for. I am kept updated of any issues. I know I can raise a concern if I need to but I don’t have any, they have been great!”*

The manager and staff have worked hard to provide activities during the Pandemic. Photograph albums displayed in a communal lounge show the range and variety of events, parties and celebrations, held during this time. This provides relatives with evidence and reassurance during times when they could not visit the service due to the restrictions.

Care staff have a good understanding of the needs of the people living in the service. They know about individual’s history and their specific care needs and daily preferences. Interactions between staff and people are kind and caring. Care workers enjoy supporting individuals and working in the service. They told us; *“this is a lovely place to work, we all get on well and support each other”* and *“the residents are the most important, keeping them safe and well is key to what we do”*. All the people we spoke with tell us they feel safe living in Maesllewellyn and feel they can raise a concern if they need to. One person told us; *“I suppose I’d speak to one of the girls [care workers] if I had a concern”* and *“I don’t have any concerns but would speak to [manager] if I did”*. There is a clear complaints procedure included in the information given to people and / or their relatives on moving into the service. Notices in communal areas also explain how to make a complaint.

Care and support plans have good details and give a sense of the individual. Where possible, people and or their representatives, sign their care plans to demonstrate they are involved in their care. Health and social care professionals are involved with people’s needs. This proved to be the case as a GP was contacted when a person stated they were feeling unwell. The manager and staff dealt with the health needs of this individual promptly during the inspection. A proportion of the staff team are able to communicate in Welsh, which we observed during the inspection.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. People and relatives told us *“: I’ve had the lamb today with the mint sauce and lovely rice pudding – it was delicious!”* and *“my mother absolutely loves the food - she has actually started to put weight on!”* Menus are updated according to the season and in consultation with people. Meal times appear to be a very positive and an enjoyable social event. Meals are well presented, and choices readily available.

Environment

There are arrangements in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection prevention and control measures are in place. There are sanitation and PPE stations located throughout the service. COVID-19 testing procedures are in place for all visitors. There are appropriate and safe measures to facilitate relatives and friends to visit. This is being kept under review. 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 environment is clean and free from malodours.

Furniture and fixtures are well maintained. People's bedrooms are personalised with items of furniture, pictures, photographs and items important to the individual. Bedroom doors have the person's name displayed to help orientate. There are a number of communal lounges for people to socialise. These feel homely with ornaments, pictures and points of interest. The communal bathrooms, whilst clean look clinical and not very welcoming for people to enjoy a bath.

The communal gardens offer people and their visitors' attractive areas to sit and socialise in warm weather. One person told us whilst sitting on a bench in the garden; "*isn't it marvellous!*"

Leadership and Management

There are robust governance arrangements in place. The RI is in regular contact with the service and has undertaken the three monthly Regulation 73 visits. CIW have received copies of their reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us, one staff member said; *“[RI] visits regularly and speaks to staff and the residents”*, a person told us *“She’s very nice, spends time chatting to us, even though she must be very busy”*. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. The manager receives regular supervision from the RI and feels well supported by her.

Staff are competent, knowledgeable and supported to care for the people living in the service. They attend a range of mandatory and service specific training and records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling practices. Staff records show they receive a good induction, have regular supervision and an annual appraisal. Care workers told us *“we’ve had a lot of on-line training during the Pandemic, but it has helped to remember things”*, *“I have regular supervision with [manager]”*. Staff contracts of employment are held in the Human Resources department but should be readily available for inspection.

People, their relatives and visiting professionals praise the staff and manager and comments include; *“I have no issues with the service, care or management”*, *“this is a lovely home where the residents are well looked after”*. Staff compliment the manager and working in the service. They told us; *“some managers say they have an open door policy, well [manager’s] office door is actually always open for staff”* and *“she [manager] is excellent, a great leader”*.

Throughout the period of the inspection, staff interact and support people in a caring and respectful manner, which adds to the welcoming and happy atmosphere in the service.

Staff follow appropriate infection prevention and control measures and are able to explain their responsibilities in reducing the spread of COVID-19. There are up to date and regularly reviewed policies and procedures in place to support staff.

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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