



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

17/08/2023

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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	26/04/2022
Does this service promote Welsh language and culture?	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

The manager is well supported by the Responsible Individual (RI) to provide a service which is valued by the people living in Maesllewellyn, their relatives and visiting professionals. The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Care staff are well trained, knowledgeable about the people they care and support and this is corroborated by those living in the service and their relatives. Care records provide a good sense of the individual, reflect their current care needs and involves the person and/or their representative.

The environment is clean and welcoming. Internal décor and furnishings support people to orientate independently and the communal gardens offer places for people to socialise and enjoy.

Well-being

People have their choices and views recognised. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. The individual and /or their representative are involved in the planning and reviews of their care. Their views about the service are actively sought by the RI through their Regulation 73 visits and through questionnaires used to inform the six monthly Quality of Care reports. People are able to converse and receive information in Welsh if this is their preferred language.

People are safe 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. People and / or their representatives are able to raise concerns about the service should they have the need to do so. There are strong recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager and deputy manager who are in turn well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

People achieve their well-being because of the environment. The internal decoration supports people to orientate themselves around the corridors or to their bedrooms. The gardens offer a safe place for people to relax, meet visitors and socialise.

Care and Support

People receive the care they require. Care staff understand the needs of the people living in the service. They are knowledgeable about people's personal histories and their specific care needs and daily preferences. The service is in the process of changing to an electronic care records system. The care records we looked at provide a good sense of the individual, their daily routines and specific care and support needs. Accompanying risk assessments are also being regularly reviewed. There is good evidence of the person and/or their representatives being involved in their care planning and reviews.

People, their relatives and visiting health professionals told us they feel the care and support provided is consistently good including *"I am very happy here, the staff are lovely", "they [care staff] all go out of their way to help and care. [Manager] is so helpful and always keeps me updated on my mother's care. All the seniors are really good too, they are very knowledgeable"* and *"I have no concerns about this home. They follow directions well and always appropriately call the surgery"*.

Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. The service is part of the 'Gwen am Byth' scheme which provides valuable guidance and training on oral health for vulnerable people. A visiting health professional told us *"The manager and seniors are very good, they follow instructions well. they are in contact with the surgery regularly, but these are appropriate calls. I have no concerns about this service"*.

During a number of observations during the inspection care staff interacted very kindly with people. A number of the staff team communicate in Welsh with people, which we observed during the inspection.

People are able to choose when to get up and retire, there are always a range of meal options and bilingual information is readily available. People told us *"I like a bit of a lie-in sometimes", "the food is excellent, very tasty. I know I can choose different meals if I want"* and *"It's a lovely home, I don't like pork so I'm having a salad for lunch. I am very well cared for"*.

People feel safe. During discussions people told us they feel safe living in Maesllewellyn and are able to raise concerns if they need to. They told us *"I speak to the carers if there is a problem"* and *"I'll let [manager] know if I need to"*. Relatives feel able to raise concerns and believe these would be addressed by the manager. There are details of Carmarthenshire County Council's complaints procedure provided to people when they move into the service and displayed in communal areas.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Keypad entry systems are used where considered required. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

People are supported to achieve their personal outcomes. Corridors are decorated and personalised to support orientation around the service. There are display frames on bedroom doors to help identify individual rooms. Memory boxes are well used, personalised and relevant to the individual. All bedrooms are en-suite and personalised according to the individual wishes and choices. Communal bathrooms are welcoming with plants, pictures and points of interest. There are a number of quiet seating areas for people to choose away from the communal lounges. There are bilingual signs throughout the home and information boards are discrete.

Communal gardens are inviting for people to use. However, the lawns are a little untidy in places which the manager has raised with the organisation's contractors. There are a number of seating areas, raised beds and borders which are well stocked with plants and shrubs. The manager and staff members are painting some of the garden furniture to upgrade them and to make them more inviting for people to use. Hanging basket displays by the main entrance contribute to welcoming people to the service.

Leadership and Management

People are cared for by knowledgeable, well trained and a supported staff team. Care workers have a good understanding of the people living in the service and are able to provide details about the individuals in their care and their particular care needs. Care workers told us they attend a wide variety of training courses, and this is corroborated by reading the staff training matrix. Some staff have also attended a six-week Dementia coach course. One care worker who has attended this course spoke very positively about what she had learnt and their ideas for the future development of Dementia care within the service; *“I really enjoy working here, it’s very rewarding being able to support people living with Dementia”*.

The care staff we spoke with also demonstrated a good understanding about their responsibility to protect the people living in the service and to report any concerns. People are moved and handled safely, and their individual needs considered. Care workers receive regular documented supervision and an annual appraisal; the staff we spoke to confirmed this. Supervision and appraisal records confirm what we were told.

The manager is well supported by the RI who in return supports the staff team of Maesllewellyn. Care workers speak positively about the manager, deputy manager and working in the service. they told us *“I am very happy working here, I get really good support from seniors and the manager”* and *“I feel very included working here, we are a good team and very well supported by the manager and deputy”*.

People can be assured there are thorough governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly. There are strong recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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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Date Published 26/09/2023