



Inspection Report on

Blind Veterans UK Llandudno

**Blind Veterans Uk
Queens Road
Llandudno
LL30 1UT**

Date Inspection Completed

21 August 2023

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About Blind Veterans UK Llandudno

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Blind Veterans UK
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	20 February 2020
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

Blind Veterans Llandudno offers a respite or holiday service rather than residential care. Comprehensive and robust care planning processes are carried out as if the person is coming to live in the home. Assessment of needs and agreed outcomes are carefully documented and repeatedly checked to ensure accuracy. Care provided is effective and people are supported to achieve their goals successfully. Expert staff support people to partake in an excellent range of exciting activities including outdoor pursuits, driving, sports, exercise, rehabilitation and more. People are pleased they are able to do things they did not think possible. Choice in all areas of daily living is respected, with three course menu options, trips out, activities and the many rooms available in which people can spend some time.

The accommodation is within a grand, impressive building set in vast, accessible grounds. The indoor space is purposely and effectively designed to help blind people with orientation. Corridors are identifiable by their scent, light, or objects hung on handrails. Staff are employed in sufficient numbers to spend one to one time with people, escorting them to help them become familiar with the environment. Arrangements are designed to help people feel settled, familiar, and safe in their environment. People thoroughly enjoy their stay and are quick to arrange further visits.

Well-being

People have choice and control regarding all aspects of the care and support they receive. Their views and preferences are sought and documented during the initial assessment, then checked again two weeks before their planned date of arrival and then again when they arrive. One person requested a double bed, another person preferred a longer bed; a specialist chair was requested, all of this was provided. We saw a range of options at mealtimes and excellent variety of activities and entertainment. There are some Welsh speaking staff and bilingual signage and information for people who prefer communicating in Welsh. Records show peoples choices are sought prior to and throughout their stay.

People's physical, mental, and emotional well-being is looked after by trained care staff some of whom have specialisms and expertise in relevant topics. Health is monitored effectively using the excellent variety of expertise and skills on site and referral to outside health professionals is prompt when needed. Personal plans are comprehensive and focus on what matters to the individual and how they want their needs to be met. There is a clear emphasis on recognising people's strengths and skills and promoting their independence. People do whatever they want to do at Blind Veterans Llandudno and there is a huge variety of some exciting activities to choose from. People are extremely happy at the service and feel very fortunate to be able to stay here.

Staff receive relevant training to ensure safe practices, including safeguarding of vulnerable people and they are guided by associated policies and procedures. The care co-ordinator shared an example of how the process had been followed with the help of step-by-step guidance. The manager operates an open-door policy and staff told us how approachable they the management team is. Staff and people staying at the service can enter the manager's office at any time to chat with the management team. Staff have regular one to one meetings with the manager so they can also express concerns in this way if the need arises.

The accommodation is welcoming and designed to help people achieve their desired outcomes. It is specifically designed to help people with vision impairment to find their way around with each corridor or hallway having its own different floral scent, hanging recognisable shapes at the end of grab rails, the clever use of colour around the walls and doors. The vast grounds are accessible and there are grabrails to make this area safe. There are activity areas for people to partake in woodwork, weaving and other activities. Every space has been designed for the needs of blind people and further work is planned.

Care and Support

The service takes care to ensure there is an accurate, person-centred personal plan for every individual, each one detailing how the person prefers their needs to be met. Records show the views of the person, their family, the community support worker, social worker and others are considered when planning the stay. Assessments of needs and preferences is undertaken prior to offering a place at the service. The information is checked again two weeks before the planned date of arrival and again when the person arrives to ensure accuracy. Planning systems are highly effective so that people settle very quickly, feel confident care staff know their needs, and immediately feel safe.

Reviews of personal plans are undertaken prior to the persons next stay at the service, every detail is checked prior to arrival. We saw drivers are informed about the people they are collecting so they can build rapport quickly; they know what the person enjoys, what interests them and any physical and sensory challenges they may have. We saw people are asked about their aspirations and are supported to achieve these such as zip wiring, sky diving, go karting, shooting and archery. People have been supported to drive and go quad biking with a sighted staff directing them. One person told us how the service organised a trip to Normandy where they toured the battle fields and visited the grave of a serviceman, they had known. People said, *“the staff are excellent, far better than I have experienced at home”*. Other comments included *‘perfect, unbeatable, can’t fault it’*.

Menus provide various options and at least three courses. People said the food is excellent and like a hotel. The service had provided training to the catering company contracted to cook so they understand how to place food on the plates; people always know where different elements of the meal are placed. Everything is planned with precision to reduce any challenges for the blind veterans.

People’s health and wellbeing is important in Blind Veterans Llandudno. The service provides in-house expertise such as general nurses, a PTSD specialist, occupational therapists, rehab officers specialising in visual impairment, physical exercise specialists for indoor and outdoor activities. We saw how people had benefited from this expertise in the home and continue to do so in the community. The service provided does not start and end at Blind Veterans. Specialists visit the person at home to ensure accurate assessment of need and then confer with professionals in the person’s home community when they leave, to ensure progress is continued and the right support is provided. Reablement is the focus of care provided.

Environment

The service is provided in an environment with facilities and equipment that promote the achievement of people's personal outcomes. The extensive grounds provide ample safe space to walk around, and people can partake in some wood working and gardening outdoors. The impressive building and has an air of grandeur making people feel they have arrived somewhere special. The large entrance hall with reception has seating and welcomes people in. Great efforts have been made to help people with orientation; panel and wall colours, different scents for different spaces, and items hanging from handrails all give people clues as to where they are in the building. There is virtual assistant technology in every bedroom so people can ask for directions to the rooms they are seeking. Effort is made to provide people with the same room they used at their previous visit, so they feel familiar with the space. The onsite rehabilitation facilities help people to leave the home with greater independence such as the purpose-built kitchen where people practice their cooking skills with specialist equipment. The rehab exercise facilities are utilised to enhance mobility with the specialist input of two exercise experts. Rooms are named with military themes to make them more memorable for the ex-servicemen and women, and reference to people's service to their country around the home shows they are valued and held in high regard. There are rooms for all activities including arts and crafts, relaxing and listening to live music while drinking at the bar, dining and watching television.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals, including for personal emergency evacuation plans. The rare incidents of falls and other accidents are recorded, monitored, and evaluated to identify themes and manage risk effectively. Records show safety checks are routinely carried out on matters such as water temperatures, legionella testing, fire equipment and fire safety; electrical testing and boiler safety checks are also carried out. There are regular fire drills and staff have received fire safety training. The maintenance log shows any minor repair identified is dealt with within two days. We saw the place is immaculately clean and tidy. It is well decorated; we saw nothing in a state of disrepair. It is testament to the improving and proactive approach of the organisation that the bedrooms are currently being redesigned to make them even more accessible to people with vision impairment. An interior designer who is a specialist in vision impairment has been contracted to do this work.

Leadership and Management

The provider has governance arrangements in place to support the smooth operation of the service and help ensure it is run safely and effectively. The responsible individual (RI) visits the service at least every three months to check on compliance with policies and procedures and seek people's views of the service. Conclusions are recorded objectively, and we saw they identify what is going well and what needs to be improved. There are action plans so that progress can be monitored. Additionally, the quality of care reports completed every six months reflect findings identified in the quarterly visits and the actions that have come about as a result. We saw audits are completed on processes such as medication administration, personal planning and records, staff training and supervisions, and how any incidents or accidents have been investigated. Assessments of needs are checked several times to ensure accuracy to ensure effective care provision. Personal outcomes are carefully written up with actions required to achieve these and the service has an outstanding level of resources available to ensure this is done to the best of their ability.

People are supported by appropriate numbers of suitably qualified staff on duty at any one time. Records show staffing levels are high to allow effective one to one support at times throughout the day. People are accompanied on their own chosen activities and are supported to walk around the building safely by staff trained to guide people with visual impairment. Records show staff are fully vetted prior to employment. People using the service are involved in interviewing staff, either on the recruitment panel, or by giving their feedback following the staff initial visit and introductions. We observed staff were friendly, respectful and provided supportive interaction with people using the service. Staff allowed people to use their strengths and independence skills while giving the right amount of support. One previous visitor to the home who is a blind veteran, is now employed by the service; the service recognises the value of this person's skills, experience and attributes and employ them to represent people visiting the home, speak with them, reassure them and ensure a continuous awareness of people's views. We spoke with staff who feel well trained and supported in their role. Records show the range of relevant training staff undertake and the impressive level of expertise available in the service. Staff meet with management on a one-to-one basis every eight weeks but also said they can speak with the 'approachable' manager at any time.

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
68	Fitness requirements for appointment of manager.	Achieved

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