



Inspection Report on

Dan y Graig Care Home

**Danygraig
Kidwelly
SA17 4SW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

16/02/2024

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About Dan y Graig Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Swanton Care and Community (Maesteilo Care Homes) Ltd and Swanton Care & Community Ltd
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	07/07/2022
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

People are very happy at Dan y Graig Care Home and take part in a wide range of activities and interests. People lead happy and fulfilling lives and do a wide range of things that are important to them. Each individual makes their own decisions in how they spend their time. An invested staff team promote a relaxed atmosphere which helps people and visitors feel welcome and at ease.

All employees demonstrate a very good knowledge of the people in the home and care records clearly describe how care workers are to meet each person's needs. The enthusiastic staff team strive to make a positive difference to people's lives and ensure people are invited to be fully involved in all discussions about their support. Care workers say they are well-supported by the management and the staff team as a whole. Good communication channels are evident, with robust monitoring of the quality of care people receive. The Responsible Individual (RI) regularly talks to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service.

Well-being

People have control over their day-to-day lives and know what opportunities are available to them. People are involved in their support arrangements. House meetings are held to discuss any issues they want to raise, people have a voice and are listened to. Champions are in place for specific topics e.g. Menus/meals, The champions meet with people and advocate/bring forward their ideas to the staff meetings and managers.

People speak for themselves and contribute to the decisions that affect their life or have a representative/advocate that will do this for them. Individuals' personal preferences, likes/dislikes, goals, and backgrounds are at the centre of the development of personal plans.

People have access to the right information, when they need it, in the format they need. This includes details of what they can expect from the service as well as details of the complaints process should they need to use it. In addition, people use independent advocacy services where they want support in issues that affect them.

People are relaxed, comfortable and empowered to live the life they choose. They do things that make them happy, and each person is as active as they wish to be. This includes all kinds of hobbies/interests such as sports, accessing the community, gardening, woodworking, and arts and crafts of all varieties. We spoke to some very happy people who had been out shopping and brought new clothes. Staff go the extra mile to provide the right support. We were told how the team have supported an individual by building confidence in accessing areas outside the home. This has been a great success, in ensuring people are active members of the community, go shopping, go out for meals and attend events. People are very happy to be involved in a variety of activities and develop new skills or build on existing ones.

People personalise their surroundings in line with their interests and hobbies. People showed us bedrooms that had been decorated in their favourite colour, and furnished with all the things they are interested in. People have access to the staffs brief one-page profile with their picture and their interests which means they can match with staff who share interests. People pursue any interests they have and are supported by care workers who go above and beyond what is expected of them. People have wonderful relationships with staff who are respectful and work alongside them in positive ways, with good-humoured conversations.

Care and Support

The provider considers a range of information to ensure they can meet people's needs. A detailed personal plan provides a clear record of people's support arrangements. Risk assessments and personal plans describe health interventions, these give care staff a clear picture of the persons needs and how they want to be supported. The manager has introduced a keyworker system so that individuals have regular reviews, so all documents remain up to date. Assessments of physical and mental health and up-to-date risk assessments help to maintain people's independence.

Care workers are highly dedicated and engage with people in positive and respectful ways, this supports people to excel and remain positive and healthy. Care workers also regularly give people the time they need e.g. time to talk about a worry, time to achieve a goal/aim no matter how big or small or how long it will take: this is one aspect that has really impacted on a reduction in instances of behaviours that challenge and people's ability to develop confidence and live a fulfilled life. This was witnessed during the site visit when an individual came into the office to discuss progress on one of their outcomes. The manager is proud of the staff team and what they have achieved. The drive for improvement and dedicated passionate staff have had a powerful impact on peoples' quality of lives.

People say they feel safe, and employees always protect their privacy and personal information. Care workers have been through the provider's thorough recruitment process. Senior staff oversee care workers to ensure they are meeting people's needs as they should. All care workers receive support and training, and they may access policies and procedures to understand their responsibility to protect the people they support.

The provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

The 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. The service has people whose first language is Welsh and there are staff members that are bilingual. The manager agrees with the necessity of providing an Active Offer as the home supports people who communicate in Welsh.

Environment

People receive support in a lovely environment. The home is safe, warm and clean. People say they feel comfortable and happy and can choose different areas to use: there are various communal areas, as well as extensive grounds where people can spend time working, or relaxing with friends and relatives.

There are re-decoration works currently happening in the home, with some work already completed (new windows on the front of the house). People are involved in the process of re-decorating to ensure that the communal areas are as they would like and remain homely and welcoming.

Each person has a bedroom with ensuite facilities. All rooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

People are safe from unauthorised visitors entering the building, as all visitors must ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are only available to authorised members of the staff team. Employee personnel records and other personal information, such as Deprivation of Liberty Safeguards (DoLS) records, are stored securely in the manager's office.

Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and the manager completes regular audits of the environment.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service, and the RI is in regular contact. Regular discussions take place with people in the home, their family members and healthcare professionals involved in their care. People know how to make a complaint if they need to.

The provider's vision is centred on the needs of people they support and helping people to achieve their personal outcomes through excellent recruitment practice. There is an emphasis on employing people with the right attitude, who bring a range of life-skills and interests into the team. Examples include care workers who have an interest in photography, traveling, sports, arts & crafts etc. This has produced an extremely motivated and highly skilled staff team, one that goes above and beyond their job descriptions to support people in creative ways to reach their full potential. In addition, the manager has a drive to develop the home further: We were also shown areas that have been designed and developed by an individual to help build confidence in the community outside of the home. The provider ensures there are enough knowledgeable and skilled care workers to provide the right support at the right time for people.

There is a mix of long-standing staff and new staff. This means the majority of the staff team are well-known to people, we saw during our site visit how excellent the rapport is, with good-natured humour and genuine respect for people in the home. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

Care workers are up to date with their essential training, together with specific training relevant to the home and individuals, this in turn means people are supported by highly trained and forward-thinking staff. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports. Employees discuss any issues they wish to raise in three-monthly supervision meetings.

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 19/03/2024