



Inspection Report on

Anheddau Cyf

**Anheddau Cyf
Unit 6 Llys Britannia
Ffordd Y Parc Parc Menai
Bangor
LL57 4BN**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh.

Date Inspection Completed

20 July 2023.

25/07/2023

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About Anheddau Cyf

Type of care provided.	Domiciliary Support Service
Registered Provider	Anheddau Cyf
Registered places	0
Language of the service	Both
Previous Care Inspectorate Wales inspection	[Manual Insert]
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

Anheddau provides domiciliary support to people in the community. We saw the service is very person centred, taking into consideration the needs and preferences of everyone cared for. The service enables people to be as independent, and healthy as possible. People are supported to gain confidence and learn skills to support their activities of daily living. People are enabled to be a part of their local community and gain work and social skills. People told us they are very happy with the care which has helped them to gain confidence in everyday life. Staff told us they enjoy their work and feel managers are very supportive. Staff said they have regular supervision to support them in their role. Staff give particular praise for the training offered by the service saying it is very good and gives them the skills and knowledge needed in their caring role. The responsible individual (RI) has good over-sight and regularly measures the quality of the service.

Well-being

People receive support which is centred around their individual needs. We saw personal plans are written with the person, where able, to ensure their full involvement in their care and support. Plans are regularly reviewed and changed as required. Personal plans give a detailed pen portrait of the person, their preferred routines and personal history. People are supported to maintain family bonds and communication with families with care support workers helping to organise visits and holidays with loved ones. People can do what they enjoy and have an active social life. We saw people supported to go shopping, attend spa days, parties, local social clubs, and events. People told us of planned visits to see shows in the theatre and see the lights in Blackpool. People spoke warmly of their home and how their rooms are decorated to their own tastes.

People are enabled to gain skills and confidence in everyday life. A person told us, *"I'm the main tea maker, I didn't even know how to make tea before I came here!"* We saw people have allocated chores in the houses, if able, and are supported to choose meals for the week and cook. We observed close bonds and trust between care support workers and people cared for, carers know people well and can anticipate their needs. People can attend day services and are enabled to use public transport as able. There are good systems in place to keep people's finances safe, and ensure they have access to money as required. People have choices how to live their life and are supported to make decisions in everyday life and regarding their future.

Staff have training regarding safeguarding of vulnerable people to keep them safe. Staff can describe local safeguarding protocols should they be worried about people and their care. People without family or representation can access local advocacy services to ensure their rights are protected.

Care and Support

People are supported to be as healthy as possible. We saw evidence of people attending hospital, dental and optician appointments. Staff advocate for people to be seen by out of hours services if they are unwell. We saw people are supported to make healthy food choices and are supported with challenges regarding behaviour around food and drink. People are enabled to remain as active as possible and to have daily choices regarding their care. Personal plans include what people's "*best day*" looks like and details preferred routines, activities and contact with friends and loved ones.

People have access to medications as needed. Staff are trained regarding medication administration, and competencies are regularly assessed by managers. Staff have training for particular ailments, as required, such as management of epilepsy. Staff ensure people have their medication prescriptions in good time, and that reviews take place with health care professionals as indicated. People have "grab sheets" with essential medical information and behaviour triggers and how to reassure people, should they be needed in an emergency.

Staff have robust training in the service. Staff praised the training saying, "*It's intense but very good*". Staff said the training gives them knowledge to inform their daily role. Training encompasses core subjects, and specialist subjects. Staff are updated with safeguarding training in order to keep people safe.

Environment

The environment is not reported upon as people are cared for in their own home. However, we noted people can influence their environment and are enabled to choose their own décor. People are able to describe the evacuation procedure should there be a fire or emergency and know where the muster points are outside the houses.

Leadership and Management

The RI has robust over-sight of the service. We saw the RI visits houses, asking the views of people and staff regarding the service. The quality review is published in a report by the RI as required by the regulations. We saw there is regular communication with staff giving them updates about the service. Managers told us they are well supported by the RI and feel that their voices are heard regarding the running of the service.

Staff recruitment and retention are good. Many staff told us they have worked for the service for several years and enjoy their work. We saw staff have regular supervision with their manager to support them in their work and encourage good practice. Staff told us managers are approachable and proactive. We saw staff records are in good order, checks are in place to ensure staff are appropriate to work with vulnerable adults.

The RI has not reported any financial difficulties regarding the service to Care Inspectorate Wales. The RI told us of a major restructure to the management of the service commencing in August 2023. We will review this in the next inspection.

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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