



## Inspection Report on

**Garfield**

**Garth Road.  
Off Pabo Lane  
Llangwestenin  
Llandudno Junction  
LL31 9JF**

**Date Inspection Completed**

09/02/2023

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## About Garfield

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Potensial Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	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 happy living at Garfield. They develop independence skills and are supported to become more confident in their abilities. People show their cooking skills, entertaining friends from another home with a dining experience. They socialise in the home and in the community while following their own hobbies and interests. People are fully consulted, and their suggestions and preferences catered for.

Bedrooms are personalised with things that matter to the people who occupy them; the home is comfortable and homely, and people told us they like living here.

Staff are safely recruited through good vetting procedures. They are competent to carry out their roles and are guided by policies and procedures on how to practice. Staff are happy working in the home, they feel valued and listened to.

The provider has good oversight of the home and is proactive in seeking ways to improve the service.

## Well-being

People have choice and control regarding all aspects of the care and support they receive. They choose what activities they want to partake in, whether this be games, arts and crafts in the home or hobbies and interests in the community. They socialise with others in and outside the home and enjoy a 'come dine with us' night where they invite people from another home for dinner. People are consulted through residents' meetings and one to one meetings with Potensial Ltd representatives who visit the home specifically to seek views. They choose what they want to see and do in the home and there is evidence their suggestions are taken on board; the provider makes changes to enhance people's experience.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice if required. Personal plans focus on what matters to the individual, what they need and want, and how they want their needs to be met. Records show people are supported to access health professionals and attend annual health checks and screening. A person was able to share examples of their personal development since being in the home. They are proud of their growing confidence, the independence skills they now have and the progress they have made.

People receive support from staff who have been vetted; they are trained to practice safely and effectively. Staff have received training on safeguarding of vulnerable people and are guided by the service's policies and procedures in this respect. The manager or deputy manager is around most days so staff and residents can share any concerns they may have about their care and support.

The home is spacious and comfortable. Rooms are homely and furnished with good quality fixtures and fittings that suit the preferences of people living here. The lounge has an internet connected television so people can watch films or sport on demand, but they also have televisions in their own rooms. Bedrooms are decorated and furnished to suit the person, people display their own pictures or works of art on their walls. The garden provides a secure place to sit and enjoy wonderful views and take barbeques in the summer. At the residents' request, an outbuilding is being converted to a games room with a pool table. This will enhance the provision of activities in the home.

## Care and Support

There is an accurate and comprehensive written care plan for each person detailing how each person's care is to be provided. We saw these record people's physical, emotional, and mental health needs, their interests, aspirations, and preferences. There are 'one page personal profiles' outlining each person's likes and dislikes, what matters to them, how they want to be supported and what makes them happy. We saw personal plans are reviewed frequently to keep them up to date.

People are consulted about all aspects of their life in the home. Minutes of resident's meetings illustrate people's views are regularly sought for example regarding activities and meal choices. We saw they are provided with the activities they choose. People have been bowling, ice skating, the zoo, on a Manchester United stadium tour and Blackpool. One person attends a day centre, another enjoys swimming, someone else prefers to visit art exhibitions. We spoke with people who have learned new skills since being at Garfield; one person told us how they previously could not cook at all and now does so regularly.

People are supported to manage their own finances if they are able and take charge of their own medication. They take care of their own laundry and keep their own rooms tidy. People told us; *'This is the best place I've stayed so far. I feel like I have more freedom. I am now more confident in my abilities'* and *'I like everything about the home and wouldn't change anything'*. People are supported to socialise with others outside the home. A 'come dine with us' experience has been arranged with people from another home, owned by the same provider, and two residents have planned what they are going to cook for these guests.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show appointments are made for people to see their doctor, chiropodist, dental practitioners, and optician. They have regular health checks. We saw there is a focus on health and wellbeing. Fresh fruit is available around the home for people to help themselves.

There are mechanisms in place to safeguard people living in the home. Staff are trained in safeguarding and there are policies and procedures to follow should there be a concern of this nature. One staff told us how the manager or deputy manager is always in the home, and they feel able to talk freely to them about anything. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from people, their family and the safeguarding authority.

## Environment

The service is provided in a home that promotes the achievement of people's personal outcomes. The bedrooms are large and individually decorated and furnished to suit the preferences of people accommodating them. Some people have double sized beds and comfortable chairs; some have an internet connected television so they can watch films on demand or their favourite sports. There are large windows allowing lots of natural light to come through. We saw people reading their newspaper in peace and quiet, watching a match, playing games in the dining room with staff, walking around the garden where there is also a shelter to sit under. The kitchen is laid out so people can partake in preparing food and records are kept ensuring safe temperatures of fridges and freezers and cooked meats. In the lounge, the current sofas do not allow everyone to sit in the lounge together. Staff confirmed for the rare occasion everyone wants to sit in the lounge for example to watch a game on television, additional seats are brought in from another room. One staff has suggested a table and chairs in the bay window would enhance the lounge and provide additional space to sit and for example, play cards or do crafts. The manager has agreed, and it is being ordered.

One person living in the home has suggested a games room with a pool table, and the manager plans to change the use of the current office for this purpose. A development officer visited the home on the day on our visit to consider how the home could be further improved. The provider is proactive in seeking ways to enhance the service. We saw the manager's regular audits the environment to keep the home well maintained and help make sure people have what they need.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals are built into the care delivery plans and there are clear instructions for staff on how to best support people safely. There are tests carried out by relevant professionals, at the required frequency, to ensure the safety of the home; water temperatures, fire equipment and fire safety, portable appliance tests and the condition of the electrical installation are all checked.

## Leadership and Management

The provider has governance arrangements in place to monitor progress and check the home is operating safely and effectively. A locality manager, an area manager and more recently a development officer all call at the home to actively seek ways to improve the home and make sure people are happy living here. One person told us they had recently been asked about what they like, and dislike and their views had been sought on how things could be improved. The provider is now acting on one of their suggestions and this evidences people are listened to. Surveys are used to gain staff view on the service and we saw this reflected in the services biannual 'quality of care' review report. We saw the manager carries out compliance tests on a range of processes to check working practices are effective and safe.

There are a range of policies and procedures to guide staff on best practice and these are always accessible to staff. The statement of purpose for the service has recently been updated and the service user guide makes it clear what people can expect at Garfield.

People are supported by appropriate numbers of competent staff on duty at any one time. We saw rotas ensure at least three staff on duty in weekdays when people are at their busiest, following hobbies and recreational activities. At the weekend there are fewer staff on duty as people enjoy going out with family or relaxing around the home. Records show staff are fully vetted prior to working at the home and are trained so they are competent to carry out their role. Staff told us they feel well supported by the provider and feel they have a lot of training. Staff told us they enjoy working in the home and gain a lot of job satisfaction from supporting people to grow and develop their confidence and independence. They feel valued and listened to. They receive regular one to one supervision sessions during which they can speak privately to the manager, share their views and suggestions, and explore their own development.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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