

Inspection Report on

Y Gilwen

Caernarfon

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

6 September 2022



About Y Gilwen

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Registered places	6
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the service's first inspection since its reregistration 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 receive the care and support they need to achieve positive outcomes in terms of their physical health, and mental well-being. This is because care workers know and understand people's individual needs. Up-to-date and detailed personal plans guide care workers regarding how to best support people and encourage independence. Risk assessments are appropriately used to manage known risks to people's safety, whilst also promoting positive risk taking. People get on with the care workers supporting them and with the manager. Care workers are recruited safely, receive appropriate training and support in their roles. The provider has ensured there are arrangements in place to regularly monitor the quality of the service provided, which include consulting with people who use the service. The accommodation provided is homely and overall supports people's well-being. Having access to the garden would further enhance people's well-being. The processes in place to monitor the safety of the environment are not robust, and improvements are required in this area of the service.

Well-being

People can receive their care and support in their preferred language. The Welsh language is recognised and respected as a part of people's identity and the provision of Welsh speaking staff is a positive act towards providing the Welsh language Active Offer. Several staff working at the service, and the manager, can converse fluently in Welsh and English. This means people can express their needs, feelings and wishes in the language they feel most comfortable in using. Some documentation is available in Welsh, this could be further developed with personal plans and risk assessments being provided in Welsh.

Support is provided to promote people's physical and mental health. Personal plans record in detail people's health care needs and how they should be met. Arrangements are in place for people to have their medication, as prescribed, which helps to maintain their health. People are encouraged to seek professional health advice, when required, and appointments are sought on people's behalf, when appropriate.

People are treated with dignity and respect. Efforts are made to build good working relationships between people and the care workers supporting them. We saw care workers spending time with people, listening, and providing support with day-to-day activities. The manager is approachable, and people feel comfortable coming to the office and speaking with the manager whenever they want to. Health and social care professionals praise the support people receive, and the positive outcomes people are achieving as a result.

People are supported to do the things they enjoy, which enhances their sense of well-being. Staffing levels allow for people to be assisted with participating in social activities, which helps people to feel a part of their local community. People's interests and hobbies are known to staff and are recorded within people's personal plans. There are ongoing conversations with people regarding what they would like to do. Arrangements are made to facilitate people's participation in educational courses, when required.

The living accommodation is homely and overall promotes people's sense of belonging. People's own living areas are personalised to their own tastes and preferences, which helps to create a homely environment. Improvements are required to some areas of the environment which would improve people's sense of self value and pride in their living environment. Providing better access to the garden would further enhance people's sense of well-being.

Care and Support

Personal plans set out in good detail how people's well-being and their care and support needs will be met. Personal plans show people are involved in discussions regarding how they wish to be supported. Each person's likes, dislikes and their preferred daily routines are recorded, in detail. This helps care workers to become familiar with people's individual preferences and assists with the continuity of the support provided. Independence is promoted and goal setting is encouraged. Care documentation is reviewed and updated promptly following any changes in people's health and social needs. Changes in people's needs are appropriately shared with the commissioners and action is taken when the service can no longer meet people's needs.

People have good relationships with the care workers supporting them, and the manager. During our visit we saw people were comfortable expressing their views and feelings with the care worker's supporting them, which was appropriately responded to.

Arrangements are in place to enable and support people to be healthy and to access health and social care support. Records are available regarding health appointments attended and information is available regarding the outcome of the appointment and the professional guidance received. Appointments with health and social care professionals are facilitated, which enable people to stay as well as possible.

People are supported to receive their medications, as prescribed, and this assists with managing their health conditions. Arrangements are in place to administer medication safely and in accordance with people's prescriptions. Medication audits take place regularly which ensures managerial oversight is in place regarding all aspects of medication management at the service.

People benefit from good infection control standards in place. Action is taken to control and minimise the spread of infection, which includes taking steps to check visitors are safe to enter the home. We were asked to show a negative Covid-19 test result prior to our entry into the building.

Systems are in place to safeguard and protect people from harm. A safeguarding policy is in place which provides clear guidance regarding care workers responsibility to report any concern regarding people's welfare. Care workers receive safeguarding training which supports their understanding of what is abuse and what they should do if they suspect or witness abuse.

Environment

Care and support is provided within an environment, which promotes people's sense of belonging and their well-being. The building and facilities are as described within the statement of purpose. Overall, the inside of the premises is well maintained and provides a homely, comfortable living environment. Most of the people we spoke with told us they were happy with their own rooms and also confirmed they had been involved in choosing the décor and furniture. One person told us they were concerned about a small area of a wall within their room, and we saw it required repairs. The carpet on the stairs and on the upstairs landing area also showed signs of wear. We discussed both issues with the person currently undertaking the role of the responsible individual (RI) during our visit, who took immediate action to address both these issues.

There is outside space available, with seating areas provided. We saw people had planted flowers in pots within the courtyard area, and this brought colour to the main entrance to the home. There is also a garden available, but this area requires attention so it can be accessed and enjoyed by people who live at the service. We discussed the garden with the person currently undertaking the role of the RI during out visit. They took immediate action to address the work required in the garden.

Improvements are required to the health and safety checks completed at the service. We saw the servicing of gas appliances at the service was overdue on the day of our visit. Immediate action was taken by the manager to address this during our visit and a gas service took place the day after the visit. Records seen at the visit showed food temperature checks are not always taken, to ensure prepared food is served at the correct temperature. Water temperatures are taken and recorded, but no action is taken when the water temperatures are outside of the safe range. Fridge and freezer temperature are taken and recorded, but no action is taken when they are out of range. This is an area for improvement, and we expect the provider to take action.

Leadership and Management

People can access written information regarding the service provided. There is a statement of purpose in place, which accurately describes the service provided and the arrangements in place to support the delivery of the service. This document contains all the information required and the service is provided in accordance with the statement of purpose. There is a service user guide available which provides some information regarding the culture and ethos of the service, how the service operates and they key people working at the service. Not all the information required is contained within this document. This is an area for improvement, and we expect the provider to take action.

Arrangements are in place for the effective oversight of the service. There are ongoing quality assurance processes in place which review the standard of care provided and assess people's satisfaction with the service they receive. The provider has appointed a person to undertake the role of the RI, whilst an application to register the new RI with CIW takes place. The person currently undertaking the RI's role was at the service during our visit and records show previous quality monitoring visits have also recently taken place. People and staff are spoken with during quality monitoring visits. Their views are recorded and responded to appropriately.

People are supported by a service which provides sufficient numbers of staff, as well as suitable training and appropriate support. There is a manager appointed, who is responsible for the day to day running of the service. During our visit we saw people felt able to share their views and seek support from the manager. Checks are completed prior to new staff commencing to work at the service to ensure they are suitable to work with vulnerable people. New staff complete an induction period and receive appropriate training to support them in their roles. Staff receive regular one-to-one supervision sessions with the manager, as is required. The manager told us recruiting new staff is very difficult within social care at present, agency staff are used when required. Staffing levels on the day of our visit reflected the needs of the people who use the service.

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	

57	Health and safety checks at the service are not robust and do not ensure potential risks within the environment are appropriately monitored and managed.	New
19	The Service User Guide does not contain all the information required by the Regulations.	New

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