



Inspection Report on

Glasfryn Nursing & Residential Home

Glasfryn Residential & Private Nursing Home
106 Felinfoel Road
Llanelli
SA15 3JS

Date Inspection Completed

22/06/2022

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About Glasfryn Nursing & Residential Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Glasfryn Private Nursing & Residential Home Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their families are happy with the care and support they receive. People have meaningful relationships with key workers who promote their independence and wellbeing.

People's representatives told us they are involved in reviews and are kept up to date with any changes to care and support needs.

There are opportunities for people to do things that matter to them within the home and the community. Independence and choice are encouraged and supported whilst risks are assessed and managed.

Care staff are trained and in sufficient numbers to undertake their role. Management and the Responsible Individual (RI) are supportive and approachable.

There are robust audit and maintenance systems in place to ensure risks to people's health and safety are identified and addressed in a timely manner.

Well-being

People are respected and have choice and control over their daily lives. A wide variety of communication methods ensure people are enabled to have their voice heard and their wishes are important and are considered: one person said they are fully involved in decisions about their support, and we saw care workers spending time with people to ensure they understood the support they receive. Personal plans are detailed and contain personal preferences and family backgrounds to identify what is important to people. However, there are no signatures to evidence people's involvement in writing and reviewing their care plans. While no immediate action is required, the manager and RI has assured us this will be actioned, this will be checked at the next inspection.

Care workers encourage and support people to make choices and decisions about how they spend their time. People do things that matter to them. We saw care workers having good rapport with people. Care workers interact and support people in positive ways, with good-humoured conversations. Each person is encouraged to personalise their surroundings in whatever way they wish.

People feel safe, relaxed, and comfortable in the home. Individuals know how to make a complaint if they need to and are confident the manager and care workers would listen to them if they did. Senior staff members always protect people's privacy and personal information. Care workers receive regular support, guidance, and training: they have been through a good recruitment process and senior staff members regularly monitor them to ensure they are meeting people's needs. They can access policies and procedures to enable them to protect vulnerable people.

Care and Support

People have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet each person's needs. A detailed recording system provides a clear record of people's support arrangements, together with what is important for each person. There is a clear system to record people's fluctuating health and daily living skills. Risk assessments and personal plans describe health interventions. Management and senior nursing staff regularly review all documents to ensure they always remain up to date. The staff team regularly review care records, especially if support needs change.

People and their representatives are happy with the care and support they receive. People are cared for by experienced and trained staff. One relative told us, *"I knew as soon as I walked in that it was the place. It felt like home, the Staff were all lovely everyone seemed so happy. I am very happy with the care and support X gets and the support I get also"*. Another relative told us *"I can say with my hand on my heart I have no worries or concerns with the home, her care, the staff, nothing. They are brilliant and cannot fault them"*. We saw meaningful interactions between people and care workers. Care workers use a few different ways to encourage communication and interaction with people who are unable to communicate verbally or find it difficult. This includes gestures, body language and using the persons preferred language (Welsh) to ensure they make their wishes and preferences known.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. Measures are in place to ensure people keep safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all staff. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

As far as possible, 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.

Environment

The provider ensures the building is maintained and supports the people living there. Regular audits are undertaken to ensure the building and any equipment used are safe and appropriate for use.

People are encouraged to decorate their room to their own taste and preferences. We saw one room with lots of personal items on show whilst another room was minimalist and orderly. There are different communal areas to ensure people have an environment where they can relax according to their individual needs.

People have the use of very well-maintained gardens and summer house (purchased for visits during the pandemic), the grounds are clear of any clutter and accessible for everyone to use.

There is decorating taking place throughout the home including new flooring in bathrooms, this has been planned out by the provider to ensure the least amount of disruption to the people living in the home. There is effective audit system in place to ensure any issues are identified and addressed within appropriate timescales.

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. People's personal information, together with employee personnel records, are stored safely, so are only available to authorised members of the staff team.

Clear infection control procedures are in place. 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.

Leadership and Management

Overall, 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. The RI is in regular contact with the service, to talk with people using the service and the staff team. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report. The quarterly reports focus on the safety and wellbeing of the people. We saw reports that show the RI seeks the views of the people and staff and that action is taken as a result. Staff told us *"I am very happy here love it; it is the best job I have had. The management is great, and the staff all work well together. The Manager is brilliant I love it."* Another said *"The team are great, and the care is brilliant. I leave here happy knowing that people have had the best we can give, and they are safe"*.

Regular audits monitor all aspects of people's care, including medication, infection control measures and record keeping. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to and are confident the provider would listen to them if they did. Policies and guidance are up to date and reviewed on a regular basis.

There is a clear recruitment system in place and a contract of employment is subject to appropriate references and Disclosure and Barring Service (DBS) checks.

Care staff receive regular training and undertake all mandatory training and more specialised training relevant to their roles and the needs of the people they support.

Care staff spoken with demonstrated a good understanding of the safeguarding policy and procedure and stated they would feel confident reporting any concerns they have.

Care workers undertake specific training relevant to the people they support, and staff meetings give care workers the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. Care staff spoken to report that the manager and RI are approachable and supportive and that they feel confident to undertake their role. One staff member told us *"I have been here for many years and its great, the manager and staff support is fab and all the staff really work well with each other and support each other, it is a lovely team."*

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
N/A	No non-compliance of this type was identified at this inspection	N/A

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