



Inspection Report on

Hafod Mawddach

**Hafod Mawddach Residential Home
Marine Road
Barmouth
LL42 1NW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

15/06/2021

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About Hafod Mawddach

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwynedd Council Adults and Children's Services
Registered places	25
Language of the service	Both
Previous Care Inspectorate Wales inspection	21 February 2020
Does this service provide the Welsh Language active offer?	Yes

Summary

Hafod Mawddach is situated in the coastal town of Barmouth. The providers are Gwynedd Council. The responsible individual (RI) is Mr Aled Davies and there is a suitably qualified manager in post who is registered with Social Care Wales. The Local Authority (LA) Quality Assurance team have been working with the management to improve overall standards and governance at the home. This includes support with the review of personal plans and audits.

People are happy with the care and support they receive from Hafod Mawddach. They told us care workers are kind and they are treated with dignity and respect by friendly, caring staff. Personal plans provide good detail about how to meet people's needs. Risk assessments are in place to safeguard both people and staff. The premises is safe and accessible with an extension to the building near completion. The new extension will provide additional accommodation for people living with dementia.

Staff feel supported by the manager and deputy manager. Staff follow a recruitment process including all the necessary checks and receive the necessary training to be skilled in their roles. Supervision and appraisals are now in place to ensure staff are well supported.

Well-being

People told us they feel they are treated with dignity and respect. They said staff respond to their needs and preferences. People are relaxed in the company of care workers who communicate in a friendly and caring way, interacting on a one to one basis. Discussions with staff show they know the needs of people they support. People have opportunities to receive support from Welsh speaking staff. Staff communicate effectively with people whilst following current guidelines relating to use of personal protective equipment (PPE).

People are able to do the things that are important to them. People told us they are able to continue with their daily activities and preferred choices on how to spend their days. There was evidence in photographs seen of people enjoying the facilities and activities available. People have kept in touch with their families and friends by telephone or social media. Visits to the home have been arranged dependent on Public Health Wales (PHW) guidelines. People said they would speak to staff if they had any issues, and that they would be listened to.

People are protected from abuse and neglect. There are measures in place to safeguard people from the risk of harm. Individual risk assessments are included in personal plans and are reviewed as required. Care staff told us they know what steps to take if they are concerned about a person/people. We viewed staff training records, which show care workers receive training to ensure people's safety; these include training in safeguarding, moving and handling and medication.

People are supported by care workers to be as healthy as they can be. We observed people being supported by staff and people we spoke with told us they feel the care they receive is good. Menus on display show a choice of menu for each meal served. The cook told us they are aware of the dietary needs of people with any allergies and special diets recorded and catered for. People told us they enjoy the food. People are appropriately referred to health care professionals and the district nurses have maintained visits as required during the pandemic.

The environment meets the needs of people accommodated. The environment is well organised and people have a variety of areas, within the service, where they choose to spend their time.

Care and Support

People have personal plans and risk assessments which mostly reflect how they would like to be supported. The personal plans and risk assessments are under review and being updated to include people's preferences and aspirations, and alert staff to any potential risk. From the initial assessment process to care planning, the service designs its provision of care and support. This is in consultation with people using the service and/or their family members. Individual daily records show people receive care and support as directed in their personal plans. The information in personal plans and care documentation is repetitive in sections. The "My Life, My Care" document states to complete 48 hours after admission. We saw these documents had been completed as part of the reviewing of documentation; including people who had been at the home for a number of years. One seen was dated 12 May 2021 but the person was admitted to the home on 18 August 2019. Documentation should be signed and dated on the day completed. The documentation should be reviewed to include sufficient detail to inform and enable staff to meet the individual's care and support needs and support individuals to achieve the best possible outcomes.

People are provided with good quality care, and the care workers who support them know their personal wishes. People told us they liked the staff who cared for them. Staff speak with people in a respectful and caring manner. People continue with their daily routines and activities and there is little disruption with the ongoing building work. There is evidence in photographs seen to support this. On the day of the visit people and care workers sat outside enjoying various refreshments in the sunshine.

There are processes in place to safeguard people. Individual risk assessments are in place and staff are aware of the importance of making the relevant referral to the local authority if they have any concerns about the people they work with. Care workers told us they are aware of the safeguarding procedures and staff receive up to date safeguarding training.

The service promotes hygienic practices and manages risk of infection. Since the coronavirus pandemic, they have introduced additional information to staff on extra precautions required. Safe practices are maintained and the appropriate PPE is provided for staff to safely give care to people. Care workers confirmed they have access to sufficient PPE and people receiving a service said they felt safe with the current practices in place. Visiting to the home during the pandemic has continued following Public Health Wales (PHW) guidelines and the homes visiting policy which has been reviewed during the pandemic. We saw both individuals and staff wearing nail varnish/covering. The provider needs to refer to up to date infection control guidance, and ensure all staff follow this to prevent the risk of infection.

Environment

The environment is reasonably safe, homely and warm. Bedrooms are decorated and furnished to a good standard and people are surrounded by their personal items and belongings. There are aids and adaptations to support people to access all areas, including a passenger lift and mobility aids. A locked door policy is in place and care workers checked our Covid status and identity before entering. Visitors to the home are requested to follow current guidance. In addition to individual, personalised bedrooms, there are lounges on both ground and first floor for people to spend their time. Part of the building is currently not in use due to major building work to create a specialist dementia unit.

People can be confident that there are effective infection control arrangements in place. There is an infection control policy for all staff to follow and the majority of staff have received infection control training. There are cleaning regimes in place to minimise cross contamination to help prevent and control infection. There are PPE designated areas around the home for people and staff to access PPE.

Leadership and Management

There are arrangements in place to maintain oversight of the service. Processes are in place to monitor the quality of the service and ongoing support is being provided by LA officers to improve the service. The RI has supported the service and management through the recent pandemic; this has been done through telephone calls and virtual meetings. The regulations require the RI to speak with people and staff at least every three months. This has not taken place on a three monthly basis during the pandemic. The LA area manager supports the manager and staff team by conducting regular visits and contact via telephone/virtual meetings. The manager sends information to the RI about the quality of care so they can fulfil their role in reviewing the quality of care provided. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

People are supported by a service that has sufficient numbers of staff who are suitably fit and have the knowledge, competency and skills to meet their needs. We saw records that show required checks are carried out prior to commencing employment. The providers have a selection and vetting process in place, including obtaining references. Additional character references should be obtained where there is a conflict of interest in the application / recruitment process. Limited training has taken place since the pandemic due to government restrictions. E-learning training has been ongoing and there is evidence of training booked for 2021. A majority of staff have completed the recording and reporting on line training. Future training includes safeguarding and dementia care. Staff meetings and formal supervision have recommenced but the frequency of these could be improved. Staff rotas show there is sufficient staff on duty to meet the needs of people living in the home. Staff are allocated to work within one of the two floors at the home. Staff are flexible to support people within all areas of the home dependent of the individual's preferences on how they wish to spend their days. Staff said the manager and deputy manager supported them. The area manager supports the manager and staff team.

The service is provided in accordance with the statement of purpose. This document clearly describes who the service is for and how it will be delivered. People are given information that describes the service and how to make a complaint. The LA Quality Assurance officers have been providing support to the management team and staff at Hafod Mawddach. This includes support with personal care documentation, audits and monthly governance data. This process is ongoing.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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