



Inspection Report on

Sŵn Y Môr

Pwllheli

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23 May 2023

23/05/2023

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About Sŵn Y Môr

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Cartrefi Cymru Co-operative Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	This was the first inspection post-registration under the Regulation and Inspection of Social Care (Wales) Act 2016. (RISCA).
Does this service provide the Welsh Language active offer?	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

This service provides short stay respite care for adults and will consider emergency respite depending on the individual's circumstances. The service is registered to provide a care home service for up to four people.

The home is modern and designed for its purpose. Rooms are spacious and clean; people can bring their own belongings with them. People can access equipment needed for their care. There is a lounge to watch TV and socialise and a kitchen area for people and staff to use. The home adjoins Tan Y Marian care home and utilities are shared. Outside spaces are kept tidy and people can sit outside if they wish to.

There are sufficient staff to attend to people's care needs day and night. People are supported to be as independent as possible within their own capabilities. People are assessed prior to respite being offered and care plans are centred around people's individual needs and are updated upon each admission for respite care.

The responsible individual (RI) visits the home as required to measure the quality of the service given and ensure it meets the regulations. Staff say they have sufficient training and supervision to help them in their role, this is reflected in training and supervision records. Staff say managers are supportive and approachable.

Well-being

We saw people are happy in the home and are cared for by staff who know them well and can anticipate and meet their needs. People's care plans are centred around their needs and preferences and enable daily/ nightly choices by explaining their preferred routines. The manager told us people treat the respite stay as a holiday and activities are planned accordingly. We saw a brochure with photos of local shops, cafes, and activities from which people can choose what they would like to do with their day. People can also choose to continue attending day placements if they wish.

The service works closely with families and social workers to gain as much knowledge about people's needs and preferences as possible. People are supported to remain in touch with family and friends during their stay. People's first language choices are recorded, and most staff can speak Welsh. We saw a person watching S4C on the television, and staff were speaking with them in Welsh. There is a kitchen for people and staff's use, we saw people can choose what they want to eat and drink, and snacks are readily available. The service ensures people who need a special diet are catered for.

People are cared for in large, spacious rooms with hoists on the ceiling and in bathrooms to ensure they are aided to move safely. The facilities are wheel-chair friendly. The home is well maintained and shares utilities with the adjoining Tan Y Marian care home. The home is intended for short term stays only so rooms are kept plain, but people can bring some belongings from home for reassurance and comfort. People can access outside spaces and are assisted to visit the town and surrounding areas.

Staff are up to date with their training and supervision to support them in their practice. Staff told us they are aware of the local safeguarding procedures to keep vulnerable people safe should they have any concerns.

Care and Support

The service works closely with the local health board and referrals are made from professionals for people to have respite stays in the home. Care assessments are shared prior to the person's admission to the home. The manager or deputy assesses the person's needs and discusses these with the family prior to admission. Individual personal plans are then made for the person, centred around their needs during their stay. Plans are updated prior to each new respite stay for people who regularly use the service.

Should people become unwell during their stay, the service calls the family and local GP or out of hours GP dependent on the time of day. Staff are trained in first aid, and in specific care needs such as epilepsy. Training documentation shows staff are up to date with their training. Staff spoken with told us the training is good and helps them in their daily role. Staff are trained in safeguarding individuals and deprivation of liberty safeguards (DoLS) referrals can be made for people who cannot leave the service unaided or because of best interest decisions.

We saw people have personal choices regarding how to spend their time. We saw a person was given choices regarding their evening meal which the staff cooked for them. Staff help people with their meals if they require assistance and with personal care. People and staff have a friendly relationship and people are treated with dignity and respect.

People can access their medications; these are stored in a secure manner as per the regulations. People can self-medicate if they are able, and this is risk assessed upon admission to the home. Staff have over-sight of the medications taken to ensure people's safety.

Environment

The home has been designed for the service. It is modern, spacious, and clean. There are no obstructions to walk-ways or fire escapes. The manager told us of some storage issues for equipment which are about to be addressed. Rooms are wheel-chair friendly with sufficient space for people's comfort and safety. People can access outside areas around the home; these are well maintained.

The home adjoins Tan Y Marian care home and shares some utilities. Both homes have weekly fire tests with checks regarding emergency lighting and fire extinguishers. The service is compliant to water and electric equipment tests. Equipment used for people's care is serviced as per manufacturer instructions which are up to date.

Leadership and Management

The RI visits the home as required to speak with staff and people and have over-sight of the environment. The RI produces a quality report demonstrating evaluation of the service and the quality of care offered. The manager told us they have good support and supervision from the RI and can discuss their training needs.

We saw there are good staff retention and recruitment practices in the service. Sufficient checks are in place to ensure staff are appropriate to work with vulnerable adults. These checks are up to date. Staff told us they have good training and regular supervision to help them in their daily practice. The training and supervision documents reflected this view. Staff said they are happy in their work and well supported by the managers.

The RI has not reported any financial concerns to Care Inspectorate Wales (CIW). We saw food and drinks were plentiful for people's needs. The home is well maintained as is equipment. The manager told us they can request new equipment and furnishings as required.

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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