



Inspection Report on

Wylesfield Residential Care Home

**Wylesfield Care Home
Lant Avenue
Llandrindod Wells
LD1 5EH**

Date Inspection Completed

31/01/2024

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About Wylesfield Residential Care Home

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Shaw healthcare (Cambria) Limited |
| Registered places | 27 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | This is the first Inspection following registration |
| Does this service promote Welsh language and culture? | 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

People living at Wylesfield Residential Care Home receive a good level of care and support provided by an experienced team of care workers. Care documentation is detailed and helps guide care workers to meet the needs of the people they support. Risks to people's health and safety are assessed and managed. People have good access to health and social care professionals and medication is stored and administered safely. The service offers a good choice of nutritious foods and people with special dietary requirements are catered for. Activities are on offer to keep people engaged and there are measures in place to protect people from harm and abuse.

Care workers feel supported in their roles and enjoy working at the service. An ongoing programme of training and development ensures care workers remain sufficiently skilled. The service has robust governance, auditing and quality assurance measures in place which helps drive improvement. The Responsible Individual (RI) visits the service regularly to maintain oversight of service provision. The environment is well-maintained, clean, and comfortable.

Well-being

People are supported to have control over their day to day lives. Personal plans consider people's needs and preferences. Risk assessments are in place to ensure people remain safe. Care and support is person centred and people are treated with dignity and respect. People have access to a range of meaningful activities and are encouraged to maintain relationships with family and friends. The service has excellent lines of communication with relatives who say they are informed, updated, and closely involved in people's care and support.

People live in a safe and secure home. The environment is well-maintained by a dedicated maintenance person and external professionals. Bedrooms are comfortable and personalised with sufficient communal areas available. People have access to specialist equipment to aid their mobility and assist with their personal care. The service is very clean and well-presented throughout. People are safe from unauthorised access. Visitors have to sign in on arrival and out on departure. All confidential information is securely stored and can only be accessed by authorised staff.

As far as possible people are protected from harm and abuse. There is a safeguarding policy and care workers receive relevant training. Care workers we spoke to know the process for raising concerns and would feel comfortable in doing so. The recruitment process is robust ensuring care workers are suitable to work with vulnerable people. Care documentation and risk assessments promote safe practice.

People are supported to be as healthy as they can be. Meal options provide a balanced nutritious diet. Routine health appointments, timely referrals and good access to health care professionals means people get the right care at the right time. Appropriate medication management systems ensure people receive their medication as prescribed. Infection control measures help keep people safe from the transmission of potential sources of infection.

Care and Support

The service provides a good level of person-centred care and support. This means people receive care and support tailored to their specific needs. Care documentation is detailed and contains clear guidance for care workers to follow. Risk assessments highlight areas of concern and detail strategies for keeping people safe. Care documentation is routinely reviewed to ensure it remains relevant. Daily recordings and supplementary recording charts are in place to monitor people's overall well-being and identify changes in people's needs. We saw evidence people have good access to health and social care professionals. People are supported to attend routine appointments and all correspondence with professionals is logged. There are arrangements in place for the safe storage and administration of medication. We saw medication is securely stored and can only be accessed by authorised personnel. We looked at a selection of people's medication administration records and found medication is administered in line with the prescribers' recommendations.

People are cared for by an experienced team of care workers. Staff turnover at the service is very low. This means the service can provide good continuity of care. We observed care and support being delivered in a relaxed manner. It was clear care workers know the people they support well and are familiar with their needs and routines. People told us they have good relationships with care workers and provided positive feedback saying, *"The staff are very good"*, *"The carers are great, can't fault them"*, and *"The staff here are lovely"*. We also received positive feedback from relatives of people living at the service. One relative said, *"Staff always have time for you. They are outstanding. Always willing to help. They look after members of the family as well; they cannot do any more"*.

People have access to a programme of structured activities promoting inclusion and social interaction. There is a timetable showing daily activities. On the day of our inspection, we saw people participating in a quiz. People told us they enjoy the activities on offer and said, *"there's something different every day"*. Regular resident meetings are also held where people get the opportunity to express their views.

Robust infection control measures are in place to reduce the risk of cross contamination. There is an infection control policy and care workers receive relevant training. There is a plentiful supply of personal protective equipment which is easily accessible. The manager completes monthly infection control audits and there are domestic staff at the home daily ensuring high standards of cleanliness and hygiene are maintained.

Environment

Wylesfield Residential Care Home is located in Llandrindod Wells close to the town centre. The home is set over two floors with lift access to the upper floor for people with mobility problems. We found people's bedrooms are individualised to their preference containing items of importance. There are communal lounges on both floors which are clean, comfortable, and suitably decorated. We observed people in communal areas, they appeared relaxed and happy, this suggesting they are pleased with the environment. Communal toilet and bathing facilities are situated on each floor. We saw these are clean and well-maintained. There is also specialist equipment such as hoists available for those who need it. The kitchen has been awarded a score of four by the Food Standards Agency, this implies standards of hygiene are good. Dining areas provide a pleasant space where people can enjoy their food and interact with others. The home has an onsite salon where people can go to get their hair cut by a hairdresser who visits every week. There is a garden to the rear of the building with seating available. People can access this area if they choose to do so.

There is good oversight regarding environmental maintenance. There is a dedicated maintenance person who carries out regular checks of the buildings facilities and systems such as the fire alarm system. This is done to ensure things remain in good working order. Regular fire drills are completed, and people have a Personal Emergency Evacuation Plan (PEEP) in place. Utilities such as gas, water and electricity are regularly inspected by qualified trades people and there is up to date safety certification present. The home is clean and tidy throughout. There is a team of domestic workers who are present at the home daily. They clean the home thoroughly to ensure high standards of cleanliness and hygiene are maintained.

Leadership and Management

Strong governance and quality assurance measures support the smooth operation of the home. The RI visits regularly and speaks to people and staff to gather their feedback on the services provided. People, their relatives and other professionals are also consulted via satisfaction surveys. We looked at the results of the latest satisfaction survey which provided overall very positive feedback. Every six months the service conducts a quality-of-care review. Following this a quality-of-care report is published. We looked at the latest report and found it clearly highlights the services strengths and areas where it can develop further. The manager conducts routine audits to ensure any potential issues are identified and quickly actioned.

Care workers are safely recruited and trained to meet the needs of the people they support. We examined a selection of personnel files and found the service completes all the required pre-employment checks. Including Disclosure and Barring Service (DBS) checks and employment history checks. New employees complete a structured induction programme where their skills and competence are assessed. Following this a programme of on-going training and development is provided to ensure care workers remain sufficiently skilled. Care workers we spoke to told us the standard of training provided is good. We looked at training records and found care workers are mostly up to date with their training requirements. All care workers are required to register with Social Care Wales (the workforce regulator) this is done to ensure they have the relevant qualifications and skills needed to work in the care sector.

Care workers told us they feel supported in their roles. They said, *“The manager is lovely, there is an open-door policy, you can go to her with anything”*, and *“The manager is lovely, so approachable”*. The staff team is well-established with low turnover. We were told team morale is *“Fantastic”* and *“It’s a happy home”*. We looked at supervision and appraisal records and found not all staff are receiving the required levels of formal support. We discussed this with the management team who assured us improvements would be made. Staffing levels on the day of our inspection were reflective of the services target staffing levels. Care workers said the afternoon / evening shift is busy as the service works on reduced staffing levels. We discussed this with the management team who agreed to keep staffing levels under review.

The service provides sufficient information to the public. The Statement of Purpose sets out the service’s aims, values, and support provided. A written guide contains practical information about the home and the care provided.

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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