



# Inspection Report on

**Vyrnwy Nursing Home**

**Vyrnwy Nursing Home  
Llansantffraid  
SY22 6AU**

## **Date Inspection Completed**

11/06/2024

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## About Vyrnwy Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Sure Care (UK) Ltd
Registered places	39
Language of the service	English
Previous Care Inspectorate Wales inspection	16 February 2023
Does this service promote Welsh language and culture?	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

The well-led care team at the Vyrnwy show a commitment to provide the right support to individuals to help meet their personal outcomes. There are particularly good opportunities for people to do things they are interested in, both at the service and in the wider community.

There is a positive culture within the service with care staff feeling valued and supported. The training programme helps to ensure they continually develop their skills and knowledge to make a positive contribution to the well-being of individuals using the service. Improvements are needed to personal plans to make sure these are developed and reviewed with the individual and are an accurate record of their care and support needs. The programme of ongoing refurbishment and maintenance helps to promote the safety and well-being of individuals.

There are effective arrangements in place for the oversight of the service. The management team demonstrate a commitment to continually make improvements. The responsible individual (RI) visits regularly and talks to people to gain their views.

## Well-being

People have access to information about the service and what they can expect if they choose to live at Vyrnwy. This is available in Welsh and English. Their views, wishes and preferences are considered by a caring, kind staff team. They have opportunity to give their views on the service and feel listened to. Care staff work hard to offer people choices in all areas including meals, activities and where they spend their day. Measures are in place to involve people more in tailoring their care and support to achieve their personal outcomes.

People are supported with their physical and emotional well-being. Care staff are professional in their approach but also personable, creating a relaxed friendly atmosphere. There was a lot of laughter at the service with care staff showing a genuine commitment to supporting individuals to do things important to them. The activities programme is varied and created by involving people. Family and friends praise the level of care, saying it is “*Excellent*” and provided by compassionate, kind care staff. Referrals to external professionals are made in a timely way when needed. Personal plans need further work to make sure they provide an accurate reflection of current care needs for care staff to follow ensuring people have care and support how they want it.

Measures are in place to keep people as safe as possible. Care staff know their responsibilities and who to report concerns to. The training programme in place helps to increase staff knowledge and skills to meet individual care needs. Policies and procedures are in place for guidance. Recruitment practices and management support for staff help to further promote the well-being of individuals. Deprivation of Liberty Safeguards are applied for in a timely way to make sure an individual is not deprived of their liberty unlawfully.

Systems are in place for the maintenance of facilities and equipment at the service. The system of auditing and monitoring ensures any identified issues are addressed according to the level of urgency. There is an ongoing refurbishment plan in place which is improving the environment and supporting the well-being of individuals using the service.

## Care and Support

People are happy with the care and support they receive at the Vyrnwy. They tell us care staff are attentive, kind and respond quickly if they need support. Teams of staff are visible throughout the service and regularly check on people, particularly those in their bedrooms. We experienced a lovely, relaxed atmosphere during our visit with visitors welcomed throughout the day. People who need it have the right support with their meals. They are given time to enjoy and are not rushed. The food was served hot, and people told us food and food choices are good. There was a lot of laughter during lunchtime with individuals clearly enjoying each other's company making it a lovely social occasion.

People can do as little or as much as they want with their time. There are a range of opportunities to enjoy both in the service and the local community. They told us of a recent trip they had been on to the seaside, a fashion show which had been arranged in the home and gardening, including planting tomatoes and flowers. Good links have been made with the local community which has strengthened and improved outcomes for people.

Measures are being put in place to make sure care and support is designed through the involvement of individuals and tailored to their needs. The deputy manager told us they are starting to hold three monthly meetings with people and their family to discuss personal outcomes. Family members told us they are always kept informed of any changes to their relative's care needs. However, whilst some information in the personal plans and risk assessments is detailed, they are not always kept up to date in a timely way. This means care staff do not always have accurate information to ensure people get the right support. Recorded outcomes for people are generic and not person centred. It is essential that information is up to date for care staff, particularly for new and agency staff to follow. This is an area for improvement, and we expect the provider to take action.

Measures are in place to support people to remain as healthy as possible. Referrals are made to health professionals in a timely way when needed. Specific clinical training has been introduced which the nursing staff spoke very positively about. They see it as a way to further enhance their skills and knowledge to ensure individual's well-being needs are met. Systems are in place to make sure people have their medication as prescribed. Training is provided and care staff have a good understanding of the new medication system which has been introduced.

## Environment

People live in an environment which is continually improving. There is a programme of refurbishment including new flooring, new furniture, curtains and bedding. Redecoration of all areas of the service is ongoing. Bathrooms have been refurbished; this work is ongoing to refurbish en-suite facilities. Everyone we spoke to are very positive about the changes. The lounge area allows for people to socialise if they want to. Some people choose to stay in their bedrooms and told us they have all they need to be comfortable. Some were enjoying spending time alone watching TV and listening to the radio. Others were meeting with family and friends in the privacy of their own room. Bedrooms are personalised with items important to the individual.

Infection prevention and control measures are in place which include training for staff and policies to guide their practice. Personal Protective Equipment is available throughout the service. Housekeeping staff told us they have sufficient equipment and products to do their job. They were busy in all areas including communal rooms and people's bedrooms.

There have been improvements to the outside space. This is an accessible space with seating areas, raised flower beds and small gardens. People spoke enthusiastically about this area and how they can plant flowers and tomatoes. It is a safe space to enjoy and has helped to improve outcomes for people.

Systems are in place to identify and mitigate risks to health and safety to support the safety and well-being of people involved with the service. Measures in place ensure any immediate repairs and works needed are identified, reported and action taken in line with the level of urgency.

## Leadership and Management

There are effective systems in place for the oversight of the service to drive improvement. These include regular audits covering all areas including the kitchen, maintenance, and care records. These are overseen by the operations manager and the RI. People are asked their views on the service in a number of ways including daily discussion with care staff, via questionnaires and relative/resident meetings. The manager has an open-door policy where individuals and relatives can speak with them at any time. The RI visits regularly and speaks to individuals and staff. A six-monthly review of the service shows what is working well and what changes are needed to improve outcomes for people.

Information about the service and what people can expect is available in the providers statement of purpose and guide to the service. Policies and procedures to support the running of the home are accessible to care staff to help guide their practice.

People receive care and support from a staff team who are well-led and receive consistent support from the management team. The positive culture evident at the service means all staff working in the service feel supported and are encouraged to continue their professional development. Without exception, we were told the manager is approachable and extremely supportive. We observed this during our visit. In turn, this helps to create a relaxed, friendly yet professional atmosphere where people living and working in the service are happy. Records show care staff have regular one to one meetings with their line manager and an annual appraisal of their work. This helps them to reflect on their practice and identifies any areas for training and development to support them in their role. A regular training programme is in place to support with development of knowledge and skills further promoting the well-being of people.

Recruitment practices at the service show new staff do not start work until all the required checks are in place. They are supported through an induction programme to make sure they are competent to carry out the role and then supported to register with Social Care Wales, the workforce regulator, as is required for care workers. The provider has an ongoing recruitment programme. Whilst there is still some reliance on agency staff, this has significantly reduced since the last inspection meaning there is more continuity for people.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
15	Personal plans should be kept up to date and be person centred to reflect individual agreed outcomes.	New

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