



Inspection Report on

Gwynfa

Llanbedr

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

27/08/2024

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About Gwynfa

| | |
|---|---|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Lewis Jones Care Ltd |
| Registered places | 6 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 13 June 2023 |
| 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

Gwynfa care home provides a good standard of care and support for people, delivered by a care staff team who are committed, know them well, and respect and promote their rights. The service provider aims to create and maintain a family type atmosphere. People achieve positive outcomes and are happy living in the home.

The manager and care staff understand, and support people's needs and are effective advocates for them. Care staff enjoy their work and feel supported by those in management positions. They receive regular supervision and access relevant training. The responsible individual (RI) has clear oversight of the service and seeks feedback about the quality of care provided from people, care staff and other professionals. This means they have detailed information on how the service operates to successfully plan for future development.

The home is welcoming, clean, suitably furnished, and attractively decorated based on people's wishes. The service provider ensures health and safety checks are completed and maintenance issues are addressed promptly.

Well-being

People are comfortable within the home because they have formed positive relationships with care staff. They talk to them with ease about day-to-day things; what they enjoy and what they are finding difficult. They confidently share how they are feeling, because they know care staff are there to support and guide them. The home has positive relationships with families and people have access to an independent advocacy service. People's views and opinions are gathered through daily interactions or keyworker sessions. The RI talks to people during their visits and includes their views in the records of these visits. The service provides the Welsh language Active Offer as most care staff and the manager speak Welsh fluently so people can receive care through their first language.

People have access to health and social care services. Care staff help people to make and attend appointments with services that address their physical well-being and emotional health needs. They work very closely with agencies to ensure support for specific and complex issues is consistent and informed by appropriately qualified professionals. People are encouraged to eat a healthy diet and take part in physical activities such as attending the gym and going for walks.

People have fulfilling lives. They take part in activities they enjoy and what is important to them is respected. People can do things that matter to them including meeting with family and socialising with friends. They attend community groups such as walking clubs and weekly activity planners evidence care staff encourage participation in a variety of activities. Staffing levels allow for care staff to spend time supporting people on a one-to-one basis while participating in social activities. People use public transport when appropriate and there are three vehicles available to ensure people can do things that matter to them when they want to.

People experience safe and nurturing care as there are good systems in place to protect people from harm and abuse. All care staff complete safeguarding with effective systems in place to ensure this is refreshed regularly. Effective safeguarding policies and procedures are in place which support care staff to protect people from harm. The manager reports safeguarding matters to the local authority when required.

People live in accommodation which is suitable for their needs and supports them to achieve well-being. The home is welcoming, clean and people's rooms are personalised to their tastes. People have enough space to socialise or to spend time on their own. Relevant health and safety checks are undertaken regularly, and repairs are identified and carried out in a timely way.

Care and Support

There is a stable care staff team who know people very well and have formed positive relationships with them. We saw the manager and care staff engaging with people with warmth, respect, and gentle humour. We saw care staff spending time with people, listening, and providing support with day-to-day activities. People are supported to do the things they enjoy, which enhances their sense of well-being. People's interests are known to care staff and are recorded within their personal plans. There are sufficient care staff on duty to ensure people can go out individually.

The management and care staff recognise people's uniqueness and work with them to promote their confidence and self-esteem. Since the last inspection, personal plans have been improved to provide more information for care staff. People have individualised personal plans which include risk assessments and positive behaviour support plans. These provide clear and constructive guides for care staff about people's needs, preferences and what they would like to achieve. People are making progress towards their desired outcomes, and the manager has developed a system to better evidence their achievements.

Good support is provided to promote people's physical and mental health. Personal plans record people's health care needs and how they should be met. The manager and care staff seek professional health advice, when required, and appointments are sought on people's behalf, when appropriate. Care staff are responsive to emerging health needs and the manager ensures suitable follow up action in relation to changes in people's emotional or physical health. Care staff receive relevant training in all aspects of people's needs and there is effective communication in team meetings to make sure there is consistency in their approaches.

There are robust systems for the administration and storage of medication. Arrangements are in place to administer medication safely and care staff undertake medication training. The manager oversees the management of medicines within the service. The service promotes hygienic practices and manages risk of infection.

Environment

The building and facilities are as described within the statement of purpose. People are happy with their bedrooms, and they are personalised with their own belongings and photos. Choices are available regarding how each person wishes for their room to be furnished. This creates a homely feel and enables people to feel settled in their environment.

The environment is kept clean and tidy, and people's bedrooms and communal areas have been decorated since the last inspection. People are encouraged to keep their bedrooms clean, and staff provide practical support with this task when required.

There is a garden for people to use which is a pleasant area to sit and contains suitable garden furniture. The service provider has created a parking space for staff and visitors to the home, which has improved accessibility. The service provider has an ongoing decorating and refurbishment plan and has identified areas of the home to be improved as part of the quality assurance process.

Health and safety risks are managed appropriately. Arrangements are in place for the safe storage and preparation of food. Fire evacuation drills are completed and the fire alarm system, electrical installation system, boiler and appliances are checked, as required. This means people are supported within a safe living environment.

Leadership and Management

There are appropriate numbers of care staff available to ensure people receive care and support in accordance with their needs and local authority commissioning arrangements. The service has a small core team of long-standing staff who are knowledgeable in their roles and responsibilities and feel well supported by the manager. They have regular supervision that includes one-to-one discussions with the management team regarding their wellbeing and professional development and regular team meetings. Care staff receive training to ensure they have the knowledge and skills to carry out their roles effectively and safely.

The service provider has ensured there are good governance arrangements in place for the safe and smooth operation of the home. The manager is suitably qualified and experienced and is supported by the RI. There are established routines and structures and a calm, positive, nurturing culture. Feedback from care staff members was sought via surveys. One said: *“Service users get to choose what they do and when they do it. It feels like a home not a care home.”*

There is effective oversight of the service. There are monitoring and auditing processes in place to maintain the quality of the service and ensure people receive a good standard of care and support. The RI visits the home on a formal basis, every three months to speak with people, the care staff, the manager, and check records to assess the quality of care provided. A quality-of-care review is undertaken at six monthly intervals which provides an effective analysis of the service, ensures compliance with the regulations, and is used as a basis for service development and improvement.

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.

Area(s) for Improvement

| Regulation | Summary | Status |
|------------|---|--------|
| N/A | No non-compliance of this type was identified at this | N/A |

| | | |
|----|---|----------|
| | inspection | |
| 15 | Personal plans do not consider people's personal wishes, aspirations and care and support needs. The service provider must ensure personal plans are co-produced with the individual and reflect their personal outcomes. | Achieved |
| 16 | Although personal plans are reviewed within the required timescale, there is no information regarding to what extent people have met their personal outcomes. | Achieved |
| 44 | The hall and people's bedrooms require redecoration. The service provider should ensure the home is properly maintained. | Achieved |
| 80 | The RI has not made provision for the quality of care and support to be reviewed at the required frequency. The RI must review the quality of the care and support provided at least every six months. | Achieved |

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Date Published 17/10/2024