



# Inspection Report on

**Garreglwyd Residential Care Home**

**Garreglwyd Residential Home  
Garreglwyd Road  
Holyhead  
LL65 1NS**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

24/07/2024

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## About Garreglwyd Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Isle of Anglesey County Council Adults and Children's Services
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	28 March 2022
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 and their families speak highly of the care and support provided at the service. Each person's care needs are known, and the correct support is provided to meet their needs. Personal plans are in place to record people's individual needs, and these are kept up to date. They include information regarding each person's preferred ways of being supported and how their needs can be safely met. People can choose how they spend their day and can follow their own routines. Care workers encourage people to continue with their hobbies and they facilitate activities, both in groups and one-to-one.

Care workers are recruited safely and are provided with training relevant to their roles. They enjoy their work and feel supported by the managers. Supervision sessions and team meetings take place regularly. Staffing numbers are appropriate, and people's needs are promptly met.

The Responsible Individual (RI) consistently monitors how well the home is running. They regularly visit the care home to gather feedback from people about the service they receive, and they carry out spot checks. There are arrangements in place to assess the quality of the service provided and to seek new ways to develop the service.

## Well-being

People's voices are listened to. What is important to each person is recorded in their personal plans, so care workers can understand what matters to the people they support. Choices are provided in relation to day-to-day routines, such as when people choose to get up and go to sleep. Each person's preferences are recorded in their personal plans and people told us care workers know and respect their choices. Choices are available at every mealtime and a variety of different foods are provided. People are regularly asked for their views regarding the service provided. Their suggestions are considered in relation to the future development of the service.

Efforts are made to help people feel they belong. People told us they received a warm welcome when they moved into the care home, they feel settled and have made friends with others. Each person's own room reflects their personality and includes their own personal belongings. This supports people to feel comfortable and reassured to have their familiar items with them.

People are happy in the company of staff and others living at the service. We saw very positive interactions between people and care workers. Care workers speak with people in a gentle, kind and respectful manner. We saw care workers taking part in activities with people and heard them encouraging and praising people in a dignified manner. People were laughing and smiling during interactions with care workers. Care workers told us they strive to place people's needs and wishes at the centre of all they do. We saw personal plans and care records showed the care provided was tailored to each person's specific needs.

Care and support are provided within a suitable environment which encourages a positive sense of well-being. The home is clean, warm, homely and well maintained. This means people live in comfortable surroundings that brings a sense of being valued as a person. The environment has been adapted so people living with dementia can be as independent as possible. Safe and interesting outside space is available to allow people the opportunity to spend time in nature, if they want to. Health and safety checks are routinely completed which ensures the home is a safe environment for people to live in.

People are supported in their preferred language. The Welsh language is valued and respected as a part of people's identity, with signage in the home and important documents available bilingually. Many care workers, senior staff and the RI can converse with people in both Welsh and English.

## Care and Support

Arrangements are in place to understand people's care and support needs before they are offered a placement at the service. The manager obtains assessments and risk assessments from professionals already working with the person, as part of the pre-admission process. The manager also meets with people, and their families, to discuss each person's needs and to understand their expectations of the service. This means people can make an informed decision if the service is suitable for them. The manager completes a pre-admission assessment document, which brings together all the information they've considered, to make an informed decision to ensure people's needs can be met at the service.

Personal plans are created with people, and they record in detail how each person prefers to be supported. They include guidance regarding how care workers can meet each person's needs in a way that encourages independence and protects people's dignity. This facilitates consistency in the support people receive. The plans record strategies care workers can use, which are known to be effective for each person, when they require emotional support. This means people are seen as unique individuals and the care provided is tailored specifically for them. We saw personal plans are regularly reviewed and are updated following any changes in people's needs. People's representatives are involved in the reviews where possible. Records completed by care workers show the care and support provided is in line with the personal plans in place. People, and their families, told us they are happy with the service provided.

People are protected from harm, abuse and neglect. A policy is available for care workers to access which refers to the national safeguarding procedures in place. Training records show care workers complete safeguarding training. The care workers we spoke with were confident in the action they should take if they have any concerns regarding people's welfare. The manager reports safeguarding matters appropriately to the Local Authority and Care Inspectorate Wales (CIW) are also notified. The people we spoke with told us they feel safe at the service. Relatives told us they felt assured their family member was safe at the service. When restrictions are required to be in place, to protect people's safety, the correct formal authorisations are applied for to ensure they are always used lawfully.

## Environment

Support is provided within a safe and homely environment which encourages independence. We saw some areas of the home are specifically adapted to meet the needs of people living with dementia. This includes the style and type of furniture provided, the colours used in the décor and the design of the bathrooms. Signage is both pictorial and in both languages which assists people to orientate themselves when walking around the home. The care home is separated into smaller areas, which makes it easier for people to become familiar with their surroundings and to feel comfortable in their setting.

The service provider invests in the building to ensure it is well-maintained. Housekeeping staff are employed, and they ensure all areas of the home are clean and smell fresh. Maintenance works required are identified and are promptly addressed which ensures people's living environment is well cared for.

People's own rooms are personalised with their own belongings, which enables people to feel at home in their own space. Communal lounges and dining rooms are available where people can spend time with others, if they choose to. We saw people also used the larger dining room to have their meals with people who live in other areas of the home.

Accessible, interesting and safe outside areas are available so people can spend time outdoors, if they want to. Tables and chairs, as well as gardening facilities are provided, such as a greenhouse and raised plant bedding boxes. People had asked during resident's meetings for small pet animals to be introduced to the home. We saw guinea pigs had been purchased and were living in huts in the garden. The manager told us people enjoy petting and caring for them.

Arrangements are in place to manage health and safety risks in the home. Records show routine health and safety checks are completed regularly to monitor the safety of the environment. Fire safety mechanisms are in place to ensure the necessary precautions are in place in the event of a fire. Each person has a written plan in place detailing the support they require to leave the building safely in the event of an emergency. We saw documentation which showed appliances and equipment are serviced when required to ensure they are safe to use.

## Leadership and Management

Robust processes are in place to ensure new care workers are recruited safely. Records show suitability checks are completed before new persons come to work at the service. Care workers also complete shadow shifts, alongside more experienced staff, as part of their induction to the service. They told us they have time to read personal plans before they work with people independently.

Care workers enjoy their work and feel very supported in their roles. The care workers we spoke with told us they feel “*valued*”, they work well as a team and confirmed they receive training relevant to their roles. We saw mandatory training is provided as well as specialised dementia training. This promotes care workers’ knowledge base and skills so they can provide people with the correct support. Records show care workers and the manager receive regular one to one supervision sessions, which provides an opportunity to discuss their work and to identify any new training needs. We saw team meetings take place regularly which provides an opportunity for sharing information and good practice. Care workers told us the manager is “*fair*”, the RI is “*approachable*”, and they felt able to raise any issues if they needed to. Relatives told us the care workers and manager are “*open and approachable and they listen*”.

Staffing levels reflect the needs of the people who use the service. Care workers told us they felt staffing levels were sufficient and they can meet people’s needs without rushing. During our visit we saw care workers respond to people’s needs as they arose, including when people were unable to request assistance themselves. We saw care workers spend time talking with people and supporting them to participate in activities they enjoy. Rotas show kitchen and housekeeping staff are employed which means care workers can focus their time completely upon supporting people. Agency staff are deployed when required, to ensure staffing levels are always as stated in their statement of purpose.

Arrangements are in place to monitor the quality of the service provided. People are regularly asked for their feedback regarding the service they receive. We saw resident’s meetings are regularly held, and people are supported to share their views. Reports show the RI visits the service at least every three months as part of their oversight of the service. The RI speaks with people, their representatives and with care workers as part of their visit. They also undertake audits and check a sample of records. Formal quality of care reviews take place twice a year. This process measures how well the service is performing and considers which areas of the service they intend to further develop.

### 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.

### Area(s) for Improvement

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



	inspection	
19	The Service User Guide does not contain all the required information regarding how the service is provided.	Achieved
36	One to one supervision meetings between staff and their line manager is not taking place quarterly, as is required. Not all staff have received up to date training.	Achieved

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