



Inspection Report on

Haulfre Residential Care Home

**Haulfre
Beaumaris
LL58 8RY**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

08/07/2024

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About Haulfre 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 | 19 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | 08 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 are settled and happy living in the home. They choose how to spend their day and various activities are offered, with social outings arranged as often as possible.

Opportunities are provided to involve people in discussions regarding how they wish to be supported. Their preferences are recorded in their personal plan documents which guide care workers how they can best support each person. People's care needs are met when they arise, and they are supported to achieve their desired outcomes. The systems in place for medicines management in relation to storage and recording require improvement.

The home is clean, comfortable, and well maintained. Health and safety environmental checks are completed regularly which manages the known risks to people's safety. All areas of the building are homely and is suitable for the needs of the people using the service. A spacious and accessible garden is available, with outside seating areas provided.

Care workers are recruited safely, and they receive appropriate training. A good managerial team is in place and care workers feel well supported in their roles. The running of the home is consistently monitored by the responsible individual (RI) who regularly gathers feedback from people who live at the service and the care workers supporting them.

Well-being

People can receive their service in Welsh if this is their preference. The service respects the Welsh language as an important part of people's identity and of the local community where the home is located. We heard care workers speak with people in both Welsh and English, and people told us they enjoy watching Welsh programmes and listening to the Welsh radio station. We saw care workers support people to watch Welsh concerts on the service's interactive screen and this led to a group discussion about Welsh music groups.

Efforts are made to facilitate opportunities for people to be a part of their community. Care workers told us they had recently supported people to participate in the village's flower show, and several people had entered competitions. People told us this was a positive experience, and this enabled them to feel connected to their local area.

People feel like they belong at the service. We saw people had made friends with others living at the home, and they enjoyed spending time in each other's company. One person told us the home was "*Yn le sbeshal*" ("*A special place*") and another person told us they feel settled at the home because "*Mae'r staff wedi dod i nabod fi, a dwi wedi dod i nabod nhw*" ("*The staff know me, and I know them*"). People can make their own rooms feel like their own spaces by bringing their own items from home, which promotes their comfort. We heard care workers speak with people in a kind and respectful manner, they provided people with choices and suggested options from their knowledge of what they knew of people's preferences.

Ensuring people's voices are heard is a priority at the service. Regular resident's meetings take place where people can express their views and opinions about the service provided. The RI speaks with people on a regular basis to monitor people's satisfaction with the service and formal quality of care reviews also take place. People are given choices in relation to day-to-day decisions and their preferred daily routines are respected. Personal plans record in good detail how people want to receive their support, care workers follow the guidance provided and people praise the quality of the care they receive.

People are encouraged and supported to be physically well. A nutritious diet is provided, and health appointments are arranged when people's needs change. Medication is administered which supports people to manage their health conditions. The arrangements in place for the storage and recording of medication require improvements to be made.

Care and Support

Personal plans are created with people and their views are included within their care records. Documents show people are asked how they want to receive their care and their individual preferences are included in their personal plans. Each person's support needs are recorded in detail as well as the outcomes they want to achieve. Written guidance is available to inform care workers how to best support each person. This helps to ensure people receive a consistency in the care and support they receive. Personal plans are kept under review and are updated following any changes in people's needs. We saw risk assessments are used to record the known risks to people's health and safety and the measures put in place to manage the risks. People told us they benefit from the use of positive risk taking. They also told us they are very happy living at the home and with the support they receive.

Policies and procedures are in place to safeguard people from abuse and neglect. People told us they feel safe living at the home. An up-to-date safeguarding policy is in place which is in line with current national safeguarding procedures. Care workers told us they complete safeguarding training and we saw they are confident in what their roles and responsibilities are in relation to keeping people safe. Records show the manager refers safeguarding matters appropriately to the local authority and Care Inspectorate Wales (CIW) are also notified.

Arrangements are in place to keep people healthy. People told us they are supported to regain and maintain their mobility which enables them to safely walk independently, with the support of walking aids. A healthy, varied, and nutritious diet is provided, and people's weights are monitored. When changes occur in people's health, medical advice is appropriately sought, and the guidance provided is recorded in people's care notes. At the previous inspection we identified medication was an area of the service which required improvements to be made. At this inspection we saw some action had been taken, but the storage and the recording of medication continues to be an area of the service which requires improvement. We expect the service provider to take action.

Environment

The service provider invests in the building to ensure it is comfortable and well-maintained. At the previous inspection we identified the ceiling area outside the entrance to the dining room required repairing and this was an area for improvement. At this inspection we saw action had been taken, and the ceiling area had been repaired. Other areas of the home, such as the main entrance foyer conservatory have been refurbished which makes it a pleasant area for people to sit in the company of others. We looked at a sample of people's own rooms and saw they are clean, suitably furnished and personalised with each person's own important items which enables people to feel more at home.

There is a choice of lounges available for people to sit in the company of others, if they want to, and to participate in activities. We saw people use both the larger lounge and the smaller lounge, depending on their preferences. There is also a sun lounge available, which faces the lawned gardens. People told us they enjoy looking out towards the sea and mountain views. There is a spacious dining room available where efforts are made to provide a comfortable place for people to have their meals. We saw tables are laid with fresh table linen and condiments and the room is decorated with canvases of local scenery and landmarks.

Accessible and interesting outside space is provided which means people can enjoy time sitting in nature if they want to. People can easily and safely access the garden, which includes trees, shrubs and colourful flower beds. People who want to can take part in light gardening activities, and we saw people had recently planted sunflowers and were growing tomatoes.

Health and safety checks are completed which provides a safe environment. Risks to people's safety identified within the environment are well managed and appropriate measures are in place to mitigate those risks. The kitchen has a food hygiene rating of five, very good, following a recent local authority inspection. Records show fire safety mechanisms are in place to ensure the necessary precautions are also in place in the event of a fire. Care workers complete fire safety training. Each person has a written plan in place detailing the support they require to leave the building safely in the event of an emergency.

Leadership and Management

Care workers enjoy their work and are very supported in their roles. The care workers we spoke with told us the manager is approachable and they feel able to speak to them about any issues they may have. Records show care workers receive regular one to one supervision sessions, which provides a formal opportunity to discuss their work and to identify any training needs. Team meetings take place regularly which provides an opportunity for sharing information and having discussions about how the service is provided. Care workers told us they find the meetings useful.

Staffing levels are appropriate and reflect the needs of the people who use the service. During our visit we saw care workers respond to people's needs as they arose, and call bells were responded to promptly. People told us they never have to wait long for support when they request assistance. We saw care workers spend time talking with people as well as interacting with people when providing care and support. Kitchen and housekeeping staff are employed which means care workers can focus their time completely upon supporting people.

Arrangements are in place to monitor the quality of the service provided. We saw the manager completes regular audits to check the service delivered is in line with the provider's policies and procedures. Records show resident's meetings take place regularly and people are asked for their views regarding the service provided. People's views are recorded and acted upon. We saw the RI visits the care home at least every three months as part of their oversight of the service. Reports show the RI speaks with care workers, people who use the service and relatives during their visit. The feedback received is recorded and appropriately responded to. Formal quality of care reviews take place twice a year, which measures how well the service is performing and to seek opportunities for further development.

Robust processes are in place to ensure care workers are recruited safely. Records show suitability checks are completed before new persons come to work at the service. Care workers confirmed they work shadow shifts alongside more experienced care workers when they first start working at the service. Documentation show they complete an induction to the service and the Social Care Wales induction framework. This prepares them well for their roles. Relevant training is provided which promotes care workers' knowledge, skills and their understanding of the needs of the people they support.

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 |
| 58 | The arrangements in place for safe storage of medication, and the recording of medications upon medication charts is not robust. Ensure medication is stored securely and the recording of medication follows the provider's medication policy. | Not Achieved |
| 44 | Arrangements are not in place to ensure all areas of the environment are properly maintained. One area of a ceiling in a communal area has experienced water damage and requires repairs to be made. | Achieved |

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