



## **Inspection Report on**

**Llwyndyrys Residential Home**

**Llwyndyrys Residential Home  
Llechryd  
Cardigan  
SA43 2QP**

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

**This report is also available in Welsh**

**Date Inspection Completed**

29/04/2024

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## About Llwyndyrys Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Llwyndyrys Residential Home Ltd
Registered places	26
Language of the service	Both
Previous Care Inspectorate Wales inspection	02/02/2023
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

People receive a high quality service delivered through dedicated management and staff teams. The manager is well supported by the Responsible Individual (RI). Through a range of quality audit tools and their statutory visits, the RI has strong oversight of the service.

People's individual health and wellbeing are at the centre to those working in the service. Care and support records give a real sense of the person, their needs and what is important to them. The manager audits and monitors the administration of medication through an electronic medication system. Individuals participate in activities which have a positive effect on their wellbeing. People and their families speak very highly about Llwyndyrys.

The environment is homely welcoming and well maintained. There is an on-going refurbishment programme in place. Bilingual signage is required in communal areas.

## Well-being

People's choices and views are recognised. The RI seeks the views of people and relatives during their statutory visits to the service. Individuals needs and preferences are very detailed in care records and give a real sense of the person. People and/ or their representatives actively contribute to the planning and review of their care but this needs to be recorded. People's views and suggestions are sought and acted upon. People get up and retire when they wish and choose from a range of meal options. People communicate in Welsh if this is their preferred language.

People do things that matter to them. Individuals participate in activities, hobbies and recreational opportunities which are important to them and have a positive effect on their lives. There is a sense of community which supports people to make friendships and receive mutual support.

People are protected from the risk of harm and abuse. Care workers understand their responsibilities to protect people from harm. Recruitment and selection procedures are strong. Staff receive regular supervision, an annual appraisal and ongoing support which ensures those working at the service have the right skills and approach to care. The service works pro-actively with health and social care professionals to ensure people remain as healthy as possible. The staff team receive mandatory and specialist training to ensure they are able to meet people's individual care and support needs. Staff are supported by policies and procedures which are regularly reviewed and updated.

Overall, the environment supports people's wellbeing. The service is clean, well maintained and has a homely feeling which is echoed by people we spoke to. People choose where they want to sit and socialise with family and friends including in the gardens during dry weather which provides beautiful views over the countryside. The introduction of bilingual signage to support people whose preferred language is Welsh would better support their wellbeing.

## Care and Support

People receive the care and support they require to meet their individual needs. Care records are very detailed, person centred and along with associated risk assessments are reviewed regularly. People and/ or their representatives are actively involved in the planning and reviewing of their care but this needs to be recorded on the new electronic care planning system. Health and social care professionals and services are pro-actively involved with people when required. This is well documented in care records. An electronic medication management system has been introduced which the manager uses to audit and monitor the administration. This addresses the Area for Improvement identified in the last inspection.

Mealtimes provide an opportunity for people to meet and socialise. There are always a range of meal options available for people to choose from and these are displayed to help people make their choices. Staff spend time supporting people who are less able to make choices by showing them plated meal options to help them decide. Lunchtime observations demonstrate how people have made friends and enjoy each other's company.

People and their relatives feel they receive the care they need and compliment the staff. People told us, *"Llwyndryys has a loving atmosphere, I wouldn't change a thing", "I am very happy living here, the carers are great", "everyone is kind, caring and go out of their way to make sure everyone is comfortable" and "the care is excellent, the staff are very compassionate and caring. I am always made to feel welcome. I know I can speak to the manager if I have any concerns. I know my wife is as safe as she can be living here"*.

Staff are knowledgeable and enthusiastic about supporting people to have the best quality of life. Care staff have a clear understanding of people's individual needs preferences and choices. Staff communicate in Welsh if it is the preferred language of the individual.

Regular resident meetings are held where people's views and suggestions are sought and acted upon. People told us they attend the meetings and minutes from the meetings confirm this.

Activities play a key role in supporting and encouraging people to live fulfilled and enjoyable lives. People are supported to follow their interests and hobbies, including cars, crafts, gardening and music. We joined eight people having morning coffee, tea and cake in the garden. There were tremendous interactions between the two staff members and people and between the people themselves; all enjoying the sunshine. One person told us, *"this is just so lovely, the sun is out, a hot cup of tea and plenty of laughing, what could be better"*.

## Environment

The risks to people's health and safety are minimised. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Substances harmful to health (COSHH) are stored safely. Window restrictors are in place where needed. Keypad entry systems are used where considered necessary and all visitors are required to sign in and out of the service. Emergency pull cords are available for people to use, however, they are not always hanging freely or long enough to allow a person to reach and activate should they fall. This was discussed with the manager during the inspection visit and assurances have been given this will be addressed. Housekeeping staff ensure the service is kept clean and odour free.

In the main people are supported to achieve their personal outcomes. A number of bedrooms are en-suite. Communal bathrooms are clean, welcoming and homely for people to enjoy their bathing experience. One person told us she was looking forward to a bubble bath that morning.

The corridors have pictures, art works and displays for people to enjoy and interact with. This can help people find their way to their bedrooms and to communal spaces. There is a lift and stairlifts for people to use. Whilst there are signs to guide people around the service, consideration should be given to install bilingual signage given the number of people living in the service who speak Welsh.

Bedrooms are personalised according to people's wishes and preferences including pictures, photos, ornaments and items of furniture. Communal lounges and the dining room are well decorated, furnished and welcoming for people use and socialise in. People told us they feel Llwyndyrys feels 'homely'. There is an ongoing refurbishment and redecoration programme in place.

The well-tended communal gardens offer people and their visitors a number of areas to meet and socialise and to enjoy the views when the weather permits. There is also a greenhouse, raised beds for vegetables and chickens roam freely around the grounds. The eggs from the chickens are collected by people living in the service and used in their meals.

## Leadership and Management

There are strong governance arrangements in place. The RI undertakes Regulation 73 visits to the service within the required timescales. CIW have received copies of reports which demonstrate people, their representatives and staff are spoken with as part of his visits to the service. Staff and people living in the service confirmed this with us. There are a range of quality monitoring tools and audits undertaken by the management team. Actions required from these audits are acted upon and reviewed regularly.

The manager is enthusiastic about her role and the quality of the service provided in Llwyndyrys. In addition to the valued support of the RI, the manager is assisted by a passionate management and staff team who actively promote the high standards and ethos of the service. Staff told us, *“we are a great team and work well together. We are well supported by the managers, clinical lead and RI”, t’s a great place to work, lovely atmosphere and really supportive managers”* and *“it really is a lovely place to work”*.

There are thorough recruitment and selection processes in place. Staff records hold all the required checks and clearances which are in place prior to a staff member commencing employment. Staff receive a comprehensive induction according to their roles and seniority. Care workers have regular supervision and an annual appraisal. All staff attend a range of mandatory and specialist training to enable them to support people living with sometimes complex needs. Care workers told us about the range of training they have received and the benefits it brings to them and the people they support. The service’s training matrix and care records corroborates this. All staff spoken with demonstrate a great understanding of their role in the protection of individuals.

The service operates in line with its Statement of Purpose and on-line notifications are submitted to CIW in line with requirements.

### 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
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N/A	No non-compliance of this type was identified at this inspection	N/A
58	Administration and recording of medication is not provided in accordance with the provider's medication policy.	Achieved

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**Date Published** 03/06/2024