



Inspection Report on

Glasallt Fawr Care Home

**Glasallt Fawr
Llangadog
SA19 9AS**

Date Inspection Completed

05/06/2024

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About Glasallt Fawr Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glasallt Fawr - Camphill Centre
Registered places	29
Language of the service	English
Previous Care Inspectorate Wales inspection	01/03/2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy living in Glasallt Fawr and the opportunities the service offers them. The dedicated managers and staff within each of the four houses have a good understanding of the needs and preferences of the people they support. Care records are person centred but need to be reviewed more regularly with the person and/or their representative.

The Responsible Individual (RI) has good oversight of the service through their internal audits, Regulation 73 visits and by being based on site. Managers and staff receive regular supervision and training to support them in their roles. There are good staff recruitment processes in place.

The service provides a safe environment for people to live and enjoy a wealth of opportunities within the 90 acres of useable land of the farm and in the wider community. Overall, the service is well maintained but there are some areas which can be improved upon.

Well-being

People are protected from harm and abuse. Relatives told us they feel their loved one is safe receiving the care and support where they live. Concerns are listened to and acted upon. The principles of the organisation underpin and support managers and staff in delivering a good quality service. There are appropriate staff recruitment and induction measures in place. Staff receive regular supervision and guidance to support them in their roles. There are policies, procedures and guidance in place to support staff which are regularly reviewed. Staff receive a range of training to assist them in their role and to better equip them to deliver the support individuals need. There is good oversight of the service by managers and the RI.

People receive a service that actively supports and promotes their health and wellbeing. Care and support records and associated risk assessments are very detailed and are developed and reviewed with the individual and/or their representatives. Care workers have detailed knowledge of the people they support and an enthusiasm and passion for working in the service. External health professionals are actively involved in the health and well-being of people being supported by the service.

People are given a range of opportunities to develop and learn new skills. Individual care and support plans clearly reflect the person's needs, preferences and interests. People and relatives speak highly of the range of opportunities open to them or their loved one.

Care and Support

People are supported by care workers who care about the people they support and are knowledgeable and understanding of their individual needs. Observations conducted throughout the inspection show care workers interacting and supporting people in a kind and respectful manner. Staff use a range of verbal and non-verbal communication techniques according to people's individual needs. Additional specialist training has been provided for staff to better equip them when supporting an individual with particular needs and behaviours. Care workers are clear about their responsibility to protect people from harm and abuse and their responsibility in reporting concerns.

People and their relatives speak highly of the care and support they receive including *"I love it here, it's the best"* and *"we feel extremely lucky that [X] has such a happy, varied and fulfilling life at Glasallt. This is due to the genuine care and interest demonstrated by the staff and their actions to foster a sense of independence and self-worth"*.

Care and support plans and associated risk assessments are detailed, person centred and give a good sense of the person. People, their relatives and professionals are actively involved in the development and reviews of care and support plans. However, these should be reviewed more regularly. People's individual needs are well known and understood by care workers and they are well able to respond to people's health conditions through their knowledge and the training they receive. The service works proactively with health professionals, the local GP practice and services to ensure people stay as healthy as possible.

People's individual interests, preferences and choices are understood and promoted by managers and the staff. Peoples dietary needs and preferences are understood and these are clearly documented. In addition to the range of activities within the service, people attend a range of social and work experience opportunities within the community according to their personal preferences and interests.

Environment

The environment supports people to achieve their personal outcomes. People enjoy living in comfortable surroundings with access to farmland and far reaching views across the countryside. One person told us *"I love it here, look at the views, it great!"* There are four houses within the service plus offices, a community hall, outbuildings and workshops situated in a total of 120 acres. There are some improvements and upgrading of facilities required in some of the houses. These have been discussed with the RI during the period of the inspection.

People are able to access and use a number of outbuildings and facilities within the service to allow them to follow a wide range interests, hobbies and activities. People are encouraged and supported to choose colour schemes and personalise their bedrooms with items which are important to them. Communal areas within each of the houses reflect the people living in them including photographs, artwork and plants. This contributes to making each of the houses feel homely.

There are good arrangements in place to minimise risks to people's health and safety. All visitors sign a visitors book on arrival and departure of the service and personal identification is also checked. The servicing of firefighting equipment is carried out within the required timescales. Substances hazardous to health are stored safely and communal areas are uncluttered. Emergency exits are free from obstructions. Staff receive Health & Safety training as part of their induction to the service.

Leadership and Management

There are good governance arrangements in place. The RI undertakes Regulation 73 visits at 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 her visits to the service. Staff and people living in the service confirmed this with us. A new post of Head of Care has been established as will be commencing in the near future. This will provide the RI the opportunity to take a less operational role and have better oversight of the service. There are a range of monitoring tools and audits undertaken by the manager. Actions required from these audits are acted upon and reviewed regularly.

The management teams are passionate about their roles and the service provided in Glasallt Fawr. They are supported by a staff team who promote the standards and ethos of the service. Staff told us *"I'm loving it, I haven't looked back since I started, I love it all", "I'm really enjoying it, I love the variety of work, the people we support are real individuals and are great to work with", "All the managers are very supportive and approachable as is the RI. I like it that everyone is approachable, caring and supportive. It's a relaxed atmosphere to work in" and "I love working here, it's a great place to work. The RI is very helpful and supportive, as are the other managers"*.

People and their families speak highly of the management and staff including *"I like living here, I do lots of things I like and the staff they are really good", "we have a very high opinion of Glasallt Fawr, the care they provide for our daughter and of the management of the service" and "[RI] and the management team are always available for help and advice"*.

Care workers have an induction, regular supervision and an annual appraisal. However, whilst managers receive regular documented supervision, they do not have an annual appraisal. This has been discussed with the RI who has given their assurance they will address this shortfall. The Managers feel well supported by the RI who is based on site. All staff attend a range of mandatory and specialist training to enable them to support people living with very complex needs. Staff 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 good understanding of their role in the protection of individuals. Recruitment records hold all the required information and checks.

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
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
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N/A	No non-compliance of this type was identified at this inspection	N/A
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