



Inspection Report on

Lynvor

Anglesey

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

14/05/2024

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About Lynvor

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	09 June 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy living at the service, and they praise the care and support they receive. Each person's care and support needs are known and recorded within their personal plans. The correct care and support are provided to enable people to meet their individual outcomes and promote a positive sense of well-being. People have choices in their day to day lives and are supported with making decisions. Participation in a range of different activities within the community are encouraged. Risk assessments are used positively to enable people to try different activities.

Care workers enjoy their work and are well supported by the manager. Suitability checks are completed before new care workers come to work at the service, they complete an induction and receive appropriate training. Policies and procedures are in place to ensure the service runs smoothly. The quality of the service provided is consistently monitored and the responsible individual (RI) visits the service regularly.

The environment is homely, comfortable, and suitable for the needs of the people who live at the service. People can personalise their own room according to their own taste. Health and safety measures are in place, but action is not always taken promptly when issues are identified. This is placing people at risk of harm and the provider must take immediate action.

Well-being

People are happy because they can do the things they enjoy. We saw people are supported to take part in a variety of different activities within the community. Individual and group social activities are facilitated. This enables people to maintain friendships and to make new friends. People told us they enjoy volunteering which gives them the opportunity to make a positive contribution to their community and to have regular social interactions.

People have control over their day to day routines. They are involved in creating their own personal plans and their views and wishes are recorded. Goal setting is encouraged, and these are reviewed regularly to check people are receiving the right support to achieve their goals. Achieving goals is celebrated, which gives people a real sense of achievement. Care workers have access to people's personal plans and are familiar with people's preferred ways of being supported. This enables people to have a continuity in the support they receive. People decide how they want to spend their day, what they want to eat and their own daily routine. Their views about the service they receive are regularly gathered and are listened to. Advocacy is arranged for people who would benefit from having independent support with expressing their views and opinions. Care workers told us *"Individuals are at the heart of everything we do"*.

Safe and healthy relationships are promoted. People get on with others who live at the service, and they have positive relationships with the care workers and the manager. We saw care workers speak with people in a kind, respectful and caring manner, in their preferred language. Care workers enjoy their work and they told us *"Great atmosphere"*, *"tim da o staff (good team of staff)"*, *"The team is proactive and keen to deliver the best service to the people we support"*.

People can contribute to their community in various ways. Risk assessments are used to enable people to safely take part in social events. People are supported to go shopping, volunteer, use public transport, take part in sports (including team sports) and attend social celebrations. We saw photos of people enjoying themselves participating in these events. Support is provided to go on holidays and to visit places of interest.

The environment is homely, clean, comfortable and is suitable for the needs of the people living at the service. People's health and safety are not always protected, and this is an area of the service which requires urgent action to be taken.

Care and Support

People's care and support needs are known before they move into the service. We saw efforts are made to gather information about what support people require and what outcomes they would like to achieve. Information is gathered from each person, their families and professionals who are working with them. This information is recorded in a pre-admission document and is used by the manager to make an informed decision whether the service is suitable for each person. Commissioners are informed when significant changes occur in people's needs.

Appropriate care and support are provided to meet each person's individual needs and to achieve their desired outcomes. Documents show people are involved, as much as possible, in decisions regarding how they wish to be supported and what outcomes they want to achieve. What is important to people and their preferred communication methods are recorded within detailed individual personal plans. Information regarding how to avoid and reduce known 'triggers' is recorded, as well as how care workers should support each person when they display distress responses. This ensures care workers provide the correct care at the right time to each person using the service. People describe the service they receive as "*good*" and "*excellent*".

Arrangements are in place to support people to stay healthy and well. Personal plans record people's individual medical conditions and how they are managed. Records show medication is administered as prescribed, and support is provided to attend medical appointments. Guidance is sought from social care professionals when people's needs change and the advice received is recorded in people's files. We saw people are encouraged to be active to participate in physical activities such as swimming and walking. A healthy diet is encouraged, and people's weights are monitored.

People are protected from abuse and neglect. There is a safeguarding policy in place and care workers are provided with relevant training. Care workers are confident in the action they should take if they have any concerns regarding the welfare of the people they support. The manager reports safeguarding matters appropriately to the local authority and Care Inspectorate Wales (CIW) are also notified. The correct legal authorisations are in place to ensure that any restrictions placed upon people's freedoms are always made in the person's best interests.

Environment

Support is provided within a homely and clean environment. We were asked to show proof of our identification before we were able to enter the home. This ensures people are protected from authorised persons coming into the service. We saw a communal lounge and a dining room are provided, which people can use to spend time with others, if they want to. These rooms are decorated with frames photos of people taking part in social events together, which helps to create a feeling of people belonging at the home. They also display information regarding upcoming events, which people can look forward to, and certificates to celebrate when people have achieved something important to them.

Each person has their own room which is decorated as each person prefers. People's interests and hobbies are reflected in the items they have in their own room, which helps individuals to feel comfortable and at home. Three of the four bedrooms have ensuite facilities. The medication room and manager's office are separate areas within the house, so as not to affect the homely feel of the service. A communal kitchen is available which people can use to prepare their own meals, with support provided if needed.

There are systems in place to manage health and safety risks within the home, but action is not taken promptly when areas are identified as requiring replacing or repairing. We reviewed documentation related to the management of health and safety within the home. We saw regular testing and servicing of the fire alarm system tests take place. Each person has a personal emergency evacuation plan in place which records the support they require to leave the building safely in the event of an emergency. Records also show ongoing servicing of gas and electrical appliances take place. We saw the manager promptly reports matters within the environment which requires attention to the provider's property management section. However, following the reporting of these areas significant delays occur, and action is not taken in a timely manner. This places people's health and well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Leadership and Management

Care workers are recruited safely and receive appropriate training relevant to the needs of the people they are supporting. We saw pre-employment checks are completed before new care workers come to work at the service. Care workers complete an induction and work shadow shifts alongside other care workers when they start to work at the service. Mandatory training is provided, and more specialised training related to the needs of the people who use the service. Care workers describe the training provided as “good” and “excellent”. Records show one-to-one supervision sessions take place regularly and care workers told us they benefit from attending the sessions. Care workers told us they enjoy their work “*Lle braf i weithio (nice place to work)*”, they feel highly valued and are well supported in their roles. They also told us “*The manager shows genuine interest in my support*”.

People can access written information about the service. There is an up-to-date statement of purpose (SoP) available which accurately describes the service provided. A service user guide is also available, written in an easy read format, which enables people to make an informed decision regarding using the service. Information regarding how to raise a complaint is included within the guide.

There are processes in place to monitor, review and improve the quality of the service provided. Records show the RI visits the home every three months, as is required, to assess how the service is being delivered. As part of their visit the RI speaks with people who use the service to gather their views regarding the support they are receiving. They also speak with care workers and check samples of care documentation. The outcome of their visits is recorded within a report which includes any action required following their visit. The manager told us they feel very supported by the RI.

Arrangements are in place to regularly monitor the quality of the service provided. Reports show the RI checks the service is running as it should be, and in line with the SoP, during their regular visits. Formal quality of care reviews occurs every six months, which include the views of people and their families. The reviews consider what the service does well, reflecting upon how the service is enabling people to achieve their desired outcomes. They also identify areas of the service which they want to develop further for the benefit of the people living at the home.

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
57	Risks to people's health and safety are not reduced so far as reasonably practicable. Ensure action is taken, without delay, when areas within the environment are identified as requiring attention.	New

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

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