



Inspection Report on

Cwm Gwendraeth

**Mynydd Mawr Ltd - Cwm Gwendraeth
Llannon Road
Upper Tumble
Llanelli
SA14 6BU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/10/2024

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About Cwm Gwendraeth

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cwm Gwendraeth Limited
Registered places	59
Language of the service	Both
Previous Care Inspectorate Wales inspection	21 March 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 living in Cwn Gwendraeth receive care and support in line with their wishes. They are treated with respect by a care staff team who are caring and work hard to support people to do things which interest them, both at the service and in the community.

The staff team are well led, appropriately recruited, and have training relevant to their role at the service. They speak very highly of the support they receive from the management team. They have very detailed information in individual's personal plans which means they can support people in line with their wishes and preferences. The environment is well maintained, and equipment serviced to ensure people's safety.

There are clear arrangements in place for the oversight and governance of the service. The responsible individual (RI) visits regularly and acts on suggestions made to continually improve the service.

Well-being

People have choice and control over their day-to-day life. Information about what people can expect from the service is available in Welsh and English. Personal plans are detailed and contain information about people's life history and preferences around their care and support needs. This means care staff can support people to achieve their well-being by doing things important to them. People can give their views on the service to help drive improvement and advocacy arrangements are in place for people who need support to make decisions about their life. Food preferences are respected, and diet preferences are known to the catering staff and managed well. Care staff know people well and treat them with dignity and respect. People can have their service in Welsh if they wish and we overheard Welsh conversations taking place during our visit.

People are supported to manage their physical and emotional well-being. They are encouraged and supported to do things they enjoy and to keep as healthy as possible. Opportunities are available both in the service and the wider community. We saw people having their nails painted, doing puzzles, socialising with other people in the café and enjoying visits from family members. Vehicles with dedicated drivers allow activity staff to support people to maintain their hobbies and interests in the community. This includes attending sports events; car shows and church services as well as maintaining links with family and friends. The provider is recruiting to the post of lead activities coordinator which will provide added structure and help with planning and deployment of activities staff. Care staff are visible on the units meaning people can have the support they need when they want it. Referrals are made quickly to health professionals and people have medicines as prescribed. People living at Cwm Gwendraeth benefit from access to a therapies team.

Systems are in place to keep people as safe as possible. Care records are detailed and held securely. Care staff have training relevant to the needs of the people they support. Robust recruitment practices make sure people are safe to work with vulnerable people.

The environment supports people to be as independent as possible. There is an ongoing programme of maintenance and improvement. The outside areas are accessible and safe for people. Health and safety checks are completed on facilities and equipment to make sure it remains safe to use.

Care and Support

People are supported by a knowledgeable care staff team who are committed to providing individuals with the right care and support. Overall, staffing levels are good. Care staff said management will increase staffing numbers when required. This means they can respond quickly and provide the right support when people need it. They work hard to support people with complex needs. Most interactions we saw were meaningful and respectful. Care staff spoke to people in a calm reassuring manner, helping them to manage their anxieties. However, some were less effective, with little or no engagement when people needed reassurance. We raised this with the management team who assured us it will be addressed. People who need it have support with their meals. We saw care staff taking time and chatting to people making it the best meal experience they could. People were complimentary about the food with one person telling us they feel valued because their diet choices are always respected.

People have care and support in line with their personal plans. Detailed information is available to care staff including health needs, behavioural plans, and medication as well as personal preferences and routines. This means they know how people want to be supported. Identified risks are clearly documented with details of how this should be managed to promote independence and support well-being. Reviews of personal plans take place regularly to make sure they remain up to date. Family members spoken with, and documentation seen confirm they are kept informed of any changes in care needs.

People are supported to remain as healthy as possible. Care staff respond quickly when they see a change in people's health needs. They make prompt referrals to health professionals who confirmed care staff follow their instructions well. The provider has its own team of professionals including speech and language and occupational therapists. This means input can be sought quickly to support people's changing needs. There are systems to support people to take their medication as prescribed. Policies relating to medication are available to guide care staff and regular audits ensure any issues are identified and dealt with quickly.

People are, as far as possible protected from abuse and neglect. Records show care staff have training relating to safeguarding and have policies including whistleblowing to guide their practice. Care staff we spoke with know their responsibilities to report any concerns they may have about people's well-being but were not all familiar with the All Wales Safeguarding procedures. The management are working to further improve the culture around reporting incidents to make sure everyone is confident to do this. Workshops and further training are ongoing.

Environment

People live in accommodation to suit their needs. The service is spread over five individual units with a lounge /dining room where people can socialise and quiet areas for people who like to spend time on their own. The corridors throughout the service are wide for people to move easily around. Some corridors are nicely decorated. Others, particularly where people are living with dementia, would benefit from items to help keep them occupied and engaged. There is lift access to all floors. Bedrooms and bathrooms have equipment to support people with impaired mobility. This is maintained regularly, and care staff have training on the use of equipment to help keep people as safe as possible. People's bedrooms are decorated and personalised with items important to them.

Each unit has an accessible safe outside area for people to use. Raised flower beds make planting flowers and vegetables a more accessible activity for people. Some bedrooms face out onto the gardens, some gardens/ planters are overgrown and would benefit from being tidied up to provide people with a more pleasant outlook. There is a social centre in the grounds housing the hydrotherapy pool, café/bar and entertainment room which people use. The café area in the service is very popular. There was a lovely atmosphere on the day we visited with people telling us how much they enjoy going there for a drink and to socialise. This is also an area people can meet with family and friends to enjoy quality time together.

The service is clean and tidy. Domestic staff told us they have training relevant to their role. COSHH (Control of Substances Hazardous to Health) materials are stored correctly, and personal protective equipment (PPE) is readily available. New flooring has been ordered where there was a malodour on one unit. Assurances were given issues identified during our visit, will be addressed. Systems are in place to manage the laundry. However, we were told there are issues with some clothing not being returned to the right people. We discussed this with the management who are aware of issues and work is ongoing to address it.

The provider has health and safety systems in place to protect people. Regular checks of equipment and facilities are carried out including fire safety. All staff have fire safety training, so they know what to do in an emergency. Regular environmental audits allow for works to be identified and actioned quickly.

Leadership and Management

The management team at Cwm Gwendraeth work hard to embed a culture where care staff feel valued, supported, and confident in their role. Increased training, observation and

workshops have been put in place to improve the culture at the service. Without exception, care staff praised the support they get from the management team as well as other team members. They said there is always someone you can go to for advice at any time. The two managers are committed to providing support to the staff team and improving the lives of people living at Cwm Gwendraeth. The RI visits the service regularly. Opportunities are given for people, their family, and all staff to give their views on the quality of the service in a number of ways. This includes discussion with the RI during their visits, completing surveys, comment cards available in the reception areas and daily discussion with care staff supporting them. The quality of the service is regularly reviewed, and records show any identified improvements are addressed quickly.

Information about what people can expect from the service is available in the statement of purpose and the guide to the service. These documents can be made available in Welsh if people wish. Policies and procedures are in place to support good practice and guide care staff.

People are supported by a care staff team who are trained and supported in their role. Without exception, care staff said training opportunities are very good. Records seen confirm this. Support is given to care staff through staff meetings as well as regular one to one confidential meetings to reflect on practice to make sure professional competence is maintained. Records show annual appraisals are carried out with care staff to identify further areas for training to support their development. Care staff tell us the managers recognise and support work life balance which is appreciated.

Recruitment practices help to keep people as safe as possible. Records we viewed were held confidentially. They contain pre-employment checks including Disclosure and Barring Service (DBS) records. People do not start work until all the required checks are in place. Records show people have a good induction to the service and are supported to register with Social Care Wales, the workforce regulator.

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.

Area(s) for Improvement

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

	inspection	
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