



# Inspection Report on

**Rhosllyn Residential Home**

**Rhosllyn  
Montgomery  
SY15 6JY**

**Date Inspection Completed**

26/04/2024

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## About Rhosllyn Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Blue Ocean Bidco 2 Ltd
Registered places	9
Language of the service	English
Previous Care Inspectorate Wales inspection	18 of May 2023
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

Rhosllyn provides good quality care and support. People are treated with dignity and respect. Committed care staff are well trained and caring. People have positive relationships with each other and the care staff who support them. People have choice over how they spend their time, with opportunities for varied activities inside and outside of the home.

The environment is safe and secure with plans for further improvements. The service has room for people to find personal space or enjoy activities together.

Good management arrangements and oversight of the service are in place. The Responsible Individual (RI) consults with people about the service to continually improve service delivery.

## Well-being

People have control over their day to day lives and are treated with dignity and respect. People's voices are heard, and their individual circumstances are considered. People speak for themselves and enjoy making decisions that affect their lives. They make choices about their home, meals, activities and how they spend their time. Bedrooms reflect their interests and who is important to them, creating a sense of belonging. People decide together the menu for the week and some people also enjoy joining in with cooking, creating a sense of involvement and independence. People's likes and dislikes are understood, and they are encouraged to plan activities inside and outside of the home. People were keen to tell us what they had been doing and where they had been.

People at Rhosllyn enjoy safe, healthy, and positive relationships with each other and staff. We saw positive interactions between all people present in the service including nice relationships with care staff, helping people feel like they belong within the home community. The word family was used by staff numerous times to describe the atmosphere within the home and the relationships between everyone.

People enjoy living in a comfortable and homely setting. People have a choice of communal areas where they can relax or spend time together.

People are healthy, active and are supported to maintain their overall health and emotional wellbeing. The staff team have good relationships with people and understand their physical and emotional needs. A visiting health professional commented, "*exceptional care, residents are well cared for and appear to be very happy.*" The service liaises with health professionals to refer concerns and follow guidance to promote people's health needs.

People told us they feel safe and protected. People receive a good standard of care and support from care staff who have been safely recruited, inducted, and receive ongoing training. Care staff are registered with Social Care Wales. Individual risk assessments identify risks and provide instruction for keeping people safe and well.

Visitors are encouraged to the home and people are supported to maintain the relationships that are important to them. The atmosphere at Rhosllyn is warm and friendly and feels very much like people's home. People live in a home that supports their wellbeing. People are happy and do the things that make them happy.

## Care and Support

People receiving a service can be confident that staff have an accurate and up-to-date plan for how their care is to be provided in order to meet their needs. Personal plans are kept under regular review and the service provider is currently implementing digital plans which they hope will make the reviewing process easier. Staff involve people in their care plan reviews and are creative in their approach to getting feedback. Personal plans identify risks, and the manager encourages a positive attitude to risk taking. Additionally, people are encouraged to make choices about how they wish to spend their time inside and outside of the home with regular meetings to help decide on what they would like to do in the coming month.

People are supported to have access to health services to maintain their ongoing health, development and well-being. Care staff have a good understanding of the people's health needs and support them to access health services. A visiting health professional told us *"They (staff) are able to tell you if there is anything going on and they will contact if there are any concerns. They are very caring, very helpful and have a good rapport with the people who live here."*

The service provider has safe systems for medicines management. Medication records are fully completed, storage arrangements are safe, and the overall administration of medication and controlled drugs is effective and inline with national guidance.

There are mechanisms in place to safeguard people using the service. Care staff have completed safeguarding training and staff are recruited in line with regulations. Risk assessments are in place which are balanced with encouraged safe risk taking and promoting people's independence.

## Environment

The service provider has ensured that individual's care and support is provided in an environment which promotes their wellbeing and personal outcomes. People feel that Rhosllyn is their home. There are pictures of the people who live at Rhosllyn throughout the home, and they are consulted on the redecoration of communal areas. There is a large lounge, with a conservatory, shared by everyone. There are two other lounge areas and a separate dining room. Having a number of communal areas provides people with choice over how they wish to spend their time and socialise. People have their own particular areas of the home where they like to have some quieter time and each person has their own chairs which meet their specific needs, providing extra comfort. Shared areas of the home are clean and tidy.

People were keen to show us their rooms and to share with us pictures of their friends and families. People's rooms are highly personalised and very much reflect their hobbies, interests and what is important to them. Individuals have their own furniture, specific to their needs and their taste.

The kitchen has been awarded a score of five by the Food Standards Agency. This is the highest possible score and suggests standards of cleanliness and hygiene within the kitchen are very good.

People are supported in a safe environment. People have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills are undertaken regularly, and regular maintenance checks are undertaken to confirm all serviceable equipment is safe to use. The provider has undertaken an audit of the environment and has developed a 5-year maintenance and improvement plan.

Rhosllyn has a large garden which is enjoyed by the people who live there. Temporary adaptations have been made to improve access to the garden, with plans for permanent adaptations in place. People living at Rhosllyn are making a memory garden as a place to remember their loved ones.

## Leadership and Management

There are arrangements in place for the effective oversight of the service, through ongoing quality assurance processes. The RI is described by staff as being accessible, supportive, and knowledgeable. The manager and RI meet on a weekly basis to discuss the service and support workers feel the RI is approachable and receptive to their input. The RI has reviewed the quality of care every six months and identified positive outcomes and areas for development.

The service manager knows the individuals who use the service well and they are relaxed in her company. Staff trust the service manager and feel well supported, one member of staff said, "*She is always there if you have a problem and will always help you, if she can.*" Staff have confidence in the manager and feel that she creates a positive culture within the service, one said, "*She is fantastic with us, so approachable and supportive.*"

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. In addition to mandatory training, the service identifies appropriate staff training, based on the needs of the individuals using the service. Training compliance is high, staff have completed all training relating to the specific needs and outcomes of the people using the service. We were told, "*I can ask for training and I get it.*" Policies and procedures are currently under review, there is evidence that staff have read the policies and understand them. Staff receive regular supervision and are positive about the process. A staff member said, "*Supervision is brilliant.*"

Care staff enjoy working at the service and value the people they support. One staff member said, "*They are perfect and an incredible bunch of people.*" Another member of staff said, "*The residents are so much fun.*" Staff morale is good, and we were told by staff, "*We are a great team who work together.*"

### 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
35	The provider has not ensured staff are recruited in line with the regulations.	Achieved
73	The provider has not ensured that a nominated person has visited the home in line with the frequency required.	Achieved
36	The provider has not ensured staff have complete the All Wales Moving and Handling passport or the training referred to in the statement of purpose.	Achieved
18	Care records do not contain any evidence of an assessment of needs.	Achieved
15	The provider has not ensured appropriate risk assessments and plans are in place.	Achieved

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