



Inspection Report on

Gwernllwyn Care Home

**Gwernllwyn Care Home
Llandeilo Road Cross Hands
Llanelli
SA14 6RD**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23/03/2023

Welsh Government © Crown copyright 2023.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Gwernllwyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwernllwyn Leisure Limited
Registered places	42
Language of the service	Both
Previous Care Inspectorate Wales inspection	21/02/2022
Does this service provide the Welsh Language active offer?	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

The manager leads a committed staff team who are valued by people living in the service and their relatives. The Responsible Individual (RI) uses their Regulation 73 visits and quality audit tools to ensure they have a good overview of the service.

The health and wellbeing of individuals is important to those working in the service. People and their relatives corroborate this. Overall care records provide a good sense of the person, however, there needs to be better evidence of people and / or their representatives being involved in their care planning and reviews. Care workers are well trained and knowledgeable about the people living in the service. There are appropriate infection prevention and control measures in place in line with current Public Health Wales guidance.

The environment is welcoming, clean and very well maintained. People's bedrooms are decorated to a high standard and personalised according to the individual's choice. Communal facilities offer a range of choices for social gatherings and events.

Well-being

People are protected from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. Overall care records provide information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff respect the manager who in turn is well supported by the RI. Care staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies. Appropriate infection prevention and control measures are in place and staff are clear about their role and responsibilities. The service is clean and very well maintained.

People's choices and views are recognised. The RI seeks the views of individuals living and those working in the service during Regulation 73 visits. People can personalise their bedrooms, are able to choose their meal preferences and can get up and retire when it suits them. The environment offers a range of homely and comfortable communal areas for individuals to meet together and with their visitors.

Care and Support

People receive the care and support they need; they told us; *"I am very happy living here", "it's a nice place to live"* and *"I am very happy here, I have everything I need, it's a lovely home"*. Relatives speak highly of the service and their comments include, *"I am very happy with the care of [wife], they are all very kind to her"* and *"we had looked at other homes but Gwernllwyn had something about it, it's special"*.

Care staff have a good understanding of the needs of the people living in the service. They know about individual's histories and their specific care needs and daily preferences. Interactions between staff and people are kind and caring. Care workers enjoy supporting individuals and working in the service. One care worker told us; *"I enjoy the job and find it very rewarding"* and *"I love my job; it is so satisfying supporting the residents"*. Staff interact and support people in a caring and respectful manner, which adds to the welcoming and happy atmosphere in the service.

All the people we spoke with tell us they feel safe living in Gwernllwyn and can raise a concern if they need to. One person told us; *"I know if I had a complaint I can speak to a member of staff or the manager"*. Relatives also told us they feel their loved one is safe living in the service; *"I know [wife] is definitely safe here"* and *"I know my mother is safe here"*. There is a clear complaints procedure included in the information given to people and / or their relatives on moving into the service. Emergency alarms hang freely so people are able to summon help in an emergency. Call bells are answered in a timely manner when activated.

Electronic care records are used in the service. We found the information to provide a good picture of the person. Plans are reviewed and updated regularly. However, there needs to be better evidence of people and / or their representatives being involved in their care planning and reviews. This has been discussed with the manager and RI. Health and social care professionals are involved with people's care needs.

A number of the staff team can communicate in Welsh, which we observed during the inspection. The home provides an 'active offer' of the Welsh language. This means being proactive in providing a service in Welsh, without people having to ask for it. Throughout the home, there are bilingual signs. We observed care staff speaking in Welsh with people during our inspection.

The kitchen has a food hygiene rating of five with varied menus offering daily choices. People told us *"The food is excellent"* and *"the choices of meals is great, lots of home cooked food"*. Menus are updated according to the season and in consultation with people. Mealtimes appear to be a very positive and an enjoyable social event.

Environment

The environment supports people's wellbeing and offers a range of choices for social gatherings and events. Communal facilities include a hair salon, craft room /shop, bowling alley with a café and a function room with a bar. The RI and owner both confirm the facilities are only available for the people living in Gwernllwyn and their family and friends. One relative told us *"I visited with the grandchildren recently, we went to the café and bowling alley, the children played bowling while mum and I chatted, it was really enjoyable for all"*. All the facilities are finished to a very high standard. There is an additional wing being finished at the time of inspection with a view for this to open shortly. Bilingual signage is used to help orientate people around the service.

People's bedrooms are individually decorated and furnished to a high specification. Bedrooms are personalised with items of furniture, pictures, photographs and items important to the individual. Consideration should be given to making communal bathrooms less clinical in their design and décor. This could help improve a person's bathing experience. The gardens and grounds are well maintained and offer people pleasant surroundings to sit and enjoy.

Risks to people's health and safety are minimised as 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. Keypad systems and window restrictors are in place where needed to support people's safety. All visitors are required to sign the visitors book on arrival and departure.

Infection prevention and control measures are in place. There are appropriate and safe measures to facilitate relatives and friends to visit. This is being kept under review. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. Domestic staff have the appropriate equipment to carry out their tasks safely. The environment is clean and free from malodours.

Leadership and Management

There are good governance arrangements in place. The RI is regularly working in the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly.

The manager feels well supported by the RI and the owner, *“I have a really good relationship with the RI and owner, they have been very supportive”*.

People are cared for by a staff who are well trained and supported. Care workers attend a range of mandatory and service specific training, staff records confirm this. Care workers told us about the training they attend and demonstrate a good understanding of their role in the protection of individuals and safe moving and handling practices. Staff records show they receive an induction, supervision and an annual appraisal. The staff recruitment records looked at during the inspection hold the required documentation and checks.

Care workers speak very positively about working in the service and the support they receive from the manager and RI. They told us *“I love it here, the managers are so supportive and really care”, “this is the best place I’ve worked, everyone is so friendly and supportive”* and *“this is a lovely place to work, [manager] is great, you can always speak to her”*.

People and their relatives praise the staff and manager, comments include, *“the staff are great, very friendly, so are the managers, it’s a very clean home”, it’s a lovely home, all the staff are kind and considerate”* and *“nothing is too much trouble here for the staff and managers”*

Staff follow appropriate infection prevention and control measures which follow the latest Public Health Wales guidance. There are up to date and regularly reviewed policies and procedures in place to support staff. CIW receive appropriate on-line notifications of incidents and events and the service operates in line with its Statement of Purpose.

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
------------	---------	--------

N/A	No non-compliance of this type was identified at this inspection	N/A
21	Individual care files are not consistently completed accurate and up to date with information needed to support individual care needs.	Achieved
15	Personal plans and nutritional intake recordings were not always fully completed accurate and up to date.	Achieved

Date Published 16/05/2023