



Inspection Report on

Y GARREG LWYD CARE HOME

**Y GARREG LLWYD HOME FOR THE ELDERLY
SALEM ROAD ST. CLEARS
CARMARTHEN
SA33 4DH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05/08/2019

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Description of the service

Y Garreg Lwyd is a regulated care home service located near St. Clears. The service is registered with Care Inspectorate Wales (CIW) to provide care and support to people requiring personal care for up to 16 people. At the time of the inspection there were 13 people living in the home.

The registered provider is Invicta Care Homes Ltd; Mr David Thomas is the Responsible Individual (RI). There is a manager in post who is registered with Social Care Wales (SCW).

Summary of our findings

1. Overall assessment

We found people living in Y Garreg Lwyd were supported by good leadership and management and a well supported staff team. People's individual needs, preferences and dignity were respected.

2. Improvements

There is evidence that people and / or their representatives are involved in their care planning.

3. Requirements and recommendations

Section five of this report sets out the actions the service provider needs to take to ensure they meet their legal requirements and recommendations to improve the quality of the service provided to people living in the home.

1. Well-being

Our findings

People have opportunities to socialise and do things that supports their well-being. We were shown a photograph album of activities that people had been involved in. These included;

- playing cards;
- reading;
- nail care and manicures;
- watering plants;
- dominoes;
- painting and crafts;
- visits from local school children;
- visits from a local choir;
- a bus trip to Laugharne and Pendine

One person told us that a tea party was to be held in the near future and that he was looking forward to it, as his relatives would be coming to the event. *"It will be lovely having them here, I hope it will be dry so we can spend time in the garden"*. The people we spoke to told us that they enjoyed the activities that were provided and that there was enough going on for their needs. One person said; *"What we have is enough to be honest, I love the choir and the children visiting"*.

We can conclude the service supports people to socialise and promotes their well-being.

People are treated with dignity and respect and their individual choices and routines are catered for. We saw that care workers knocked on people's bedroom doors and communal bathrooms prior to entering and that personal care was focussed on the choices of individuals. We observed people having breakfast in the communal dining room. We saw people were offered a number of different options for their breakfast and there was also a choice of hot and cold beverages readily available. We saw care workers supporting people to the dining room in a kind and considered manner. The cook told us that alternative menu choices were always available and that she often discussed menu options with people to make sure it was what was wanted. We saw that some people had chosen to have their breakfast in their bedroom, when asked one person told us *"I like to watch the television when having my breakfast, catch up on the news"*.

We saw steps were being taken to meet the Active Welsh Offer, we heard care workers speaking to people in Welsh, there was bilingual signage displayed and information, including the Statement of Purpose, was readily available in Welsh. We spoke to one person who was watching the National Eisteddfod on the television in his bedroom. He told us that Welsh was spoken a lot in the home and that he liked watching the Eisteddfod in his bedroom rather than in the communal lounge area as not everyone understood Welsh. *"I really enjoy listening to the choirs; you can't beat a Welsh male voice choir!"*

This shows that the dignity, respect and choices of people are important to those caring for them.

2. Care and Support

Our findings

In the main people are cared for in a way that supports their individual needs. The care records we read provided a good sense of the individual. We case tracked one person who required moving by the use of a hoist and used a specialised chair. We found the care plans provided good details about their specific needs and how care workers were to meet these. We saw that the person had signed to confirm that they had read and agreed with their care plans. We noted that care plans and risk assessments were being reviewed regularly and the care workers we spoke to demonstrated they understood the specific needs of this individual.

We did note, however, that this person did not receive their breakfast until late morning after they had their personal care needs met. We spoke to the person, and whilst she was happy living in the home and that the *“carers are very good”*; she would have preferred to have her breakfast earlier. On checking with care workers, they advised us that some of the people’s needs had changed recently which meant that it was having some impact on seeing to people’s care needs. We raised this with the manager and RI and recommended that a solution be sought to ensure this person had their breakfast earlier in the morning. We also recommended that the care dependency needs of people should be regularly reviewed and staffing levels adjusted to meet the change in need.

We observed people being supported and encouraged to eat and drink during the lunchtime period. We found care workers supported people in a caring manner. We saw adapted plates and cutlery being used by one person to enable them to eat their meal independently. The lunch time period was relaxed and people were seen chatting to each other and with the care workers.

We spoke to the care workers on duty who demonstrated that they had a good understanding of the needs of the people they cared for. The people we spoke to and saw during the inspection looked well kempt, hair groomed and clothes free from stains.

We also looked at the records, storage and administration of medication including controlled medication and found no inaccuracies or errors on file. The medication was stored in locked cupboard, and controlled medication stored in a locked box within the locked cupboard. Controlled medication was being accurately recorded in a register and there was a British National Formulary (BNF) for reference. Room and fridge temperatures were being recorded.

We can conclude that in the main people’s individual health and care needs are being met.

3. Environment

Our findings

People live in a safe environment. There was a “signing in and out” file for all visitors to complete on arrival and departure from the home. We activated an emergency alarm in a communal toilet that was answered by a care worker in a timely manner.

Moving and handling equipment was seen to be clean, charged, in good working order and being regularly serviced. Fire fighting equipment located throughout the home was being serviced regularly, the next one being due by the end of August 2019. Training records demonstrated that care workers were receiving fire, moving and handling and health & safety training. The care workers we spoke to corroborated this. Fire evacuation signs were clearly visible throughout the home. We also saw that people’s medication and care records were securely locked away when not in use. One person we spoke to told us that; *“this is a lovely home, it feels nice and safe”*.

We spoke to one person who told us that the automatic door restrictor was not working and they could not keep their bedroom door open as they liked. We saw a care worker fix the problem in a timely manner and heard the person telling the care worker *“that’s great, thank you”*.

This shows that equipment and facilities are well maintained and confidential information and potentially hazardous substances are securely stored for the safety of people living in the home.

People live in a home that is clean and provides a personalised environment. During a walk around the home we saw that people had personalised their bedrooms with pictures, photographs, items of furniture, ornaments and personal effects. We found that bathing facilities and toilets and communal living areas were clean with no malodours. There were a number of small communal areas that offered people a choice where to sit, talk to other people, meet their friends and family or for quiet contemplation.

The communal gardens were well maintained and planted with a wide variety of shrubs and plants. This provided people with a pleasant environment to enjoy. We were advised that, weather depending, a garden party was to be held in the garden in the near future. Two people we spoke to told us how much they like being in the garden and had helped to water plants; *“it’s a lovely garden, and such a pleasure to sit out there on sunny days”* and *“I help water some of the plants as I enjoy gardening”*.

There is one shared bedroom (which was not being used at the time of the inspection) that offers people the opportunity to share a room if they so wish. This is within the 15% level acceptable under Regulation and Inspection of Social Care (Wales) Act 2016 RISCA. The Statement of Purpose for the service has been updated to reflect the number of shared bedrooms and the total number of people who can live in the home.

We can conclude that people are living in an environment that is clean and meets their individual needs.

Leadership and Management

Our findings

People benefit from a service where staff are supported to fulfil their roles. We spoke to three members of staff including care workers and the cook who spoke positively about working in the home and the leadership and management of the service.

All staff we spoke to told us that they get very good support from the manager, one told us *“Sheila (manager) is tremendous, really supportive”* and another told us *“Sheila is very good, very supportive and accommodating”*.

We looked at two staff files and saw that their supervision, appraisal records were up to date, and the meetings were being conducted within the required timescales. This was corroborated when we spoke to the care workers. We looked at care workers training records and saw that they had attended regular training including; medication, food hygiene, health & safety, safeguarding, infection control, dementia awareness and manual handling. Again, this was corroborated when speaking to care workers. All care workers had either completed or were working towards a Qualification and Credit Framework (QCF) in Care at a level appropriate to their role and responsibilities. People spoke positively about the care workers including; *“they (care workers) are very good”* and *“the carers are wonderful”*. One care worker who had recently commenced employment told me that they had received a good induction. We saw that the Social Care Wales Induction Framework was being followed.

We also saw that appropriate checks and clearances were in place including, Disclosure and Baring Service (DBS) check and two references had been obtained during the recruitment and selection process.

It can be concluded that appropriate checks and clearances of care workers are in place and that they are encouraged and supported to fulfil their roles.

People can see a visible management presence and lines of accountability. We spoke to the RI who visits the home on a very regular basis and is available to support the manager. The RI continues to conduct three monthly monitoring visits in the home and produces a report of his findings. The manager told us that she was well supported by the RI and could go to him for advice and support when needed. During the period of the inspection, we saw the manager was visible walking around the home talking to people.

People can see there is appropriate management oversight of the service to meet their needs.

People can have a good understanding of the service they will receive. We saw that the Statement of Purpose was available in both Welsh and English and provided an accurate reflection of the service provided. The information contained in the document provided people with a range of information including, facilities, admissions procedures, residents rights and responsibilities and how to make complaints. The manager told us that she conducted all pre-admission assessments and took time explaining to people what services were available for them on moving into the home. This ensured that people and /or their representative could make an informed decision and their care needs could be met.

We can conclude that people benefit from a service that they are informed of and that is able to meet their needs.

4. Improvements required and recommended following this inspection

4.1 Areas of non compliance from previous inspections

This is the first inspection since the service re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

4.2 Recommendations for improvement

- To regularly review the dependency levels of people in a timely manner to ensure the staffing numbers are at a level that meet their changing needs and care is delivered in a timely manner.

5. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. The inspection was conducted by a Regulations Inspector on 5 August 2019.

The following methodologies were used:

- We spoke to six people living in the home.
- We spoke to two care workers and the cook.
- We observed interactions between care workers and people living in the home.
- We read the “Summer 2019 Menus”
- We read two people’s care records.
- We read two care workers records including their recruitment and supervision.
- We read the staff training records.
- We looked at the receiving, storage, documentation and disposal of medication including Controlled Drugs.
- We read the updated Statement of Purpose for the service.
- We read staff meeting minutes.
- We read the contents of the compliments file.
- We looked at a photograph album of activities.
- We spoke to the manager of the service.
- We spoke to the Responsible Individual.
- We walked around the home and gardens.

Further information about what we do can be found on our website:

www.careinspectorate.wales

About the service

Type of care provided	Care Home Service
Service Provider	INVICTA CARE HOMES LTD
Manager	Sheila Beynon
Registered maximum number of places	16
Date of previous Care Inspectorate Wales inspection	14/8/18
Dates of this Inspection visit(s)	25/06/2019
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This service is working towards an 'Active Offer' of the Welsh language and intends to become a bilingual service.
Additional Information:	

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