



Inspection Report on

Llwyndyrys Residential Home

Llwyndyrys Residential Home

Llechryd

Cardigan

SA43 2QP

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

15 November 2021

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About Llwyndyrys Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Llwyndyrys Residential Home Ltd
Registered places	26
Language of the service	Both
Previous Care Inspectorate Wales inspection	18.4.2019
Does this service provide the Welsh Language active offer?	Yes

Summary

People lead happy and fulfilling lives at Llwyndyrys. A vibrant but calm atmosphere throughout the home helps people and visitors feel at ease. The care team support each person in a person-centred way, ensuring they are involved in discussions about their care. People are encouraged to make daily choices in how they wish to spend their time and to do things, which are important to them. The staff team are caring, attentive and want to make a positive difference to people's lives. Each person is encouraged to have a voice: the wellbeing coordinator holds regular meetings for people to discuss issues and opinions and these are acted upon. The service is values driven; this is reflected in action that care staff undertake and a management team continually striving to improve. The wellbeing of those choosing to live at Llwyndyrys is at the heart of the care and support provided.

A professional and established management team continually strives to develop people's care and support wherever possible. Good communication channels are evident, with robust monitoring of the quality of care people receive. The provider has been very proactive during the pandemic, keeping people in the service and care workers healthy by the use of safe practices. A significant and ongoing investment in the home, further promotes peoples sense of being valued.

This is the first inspection since the service registered under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA 2016), any improvements will be considered as part of the next inspection.

Well-being

As far as possible, people are safe and protected from abuse. Care records clearly state any risks to people's well-being and risk management plans help to keep people healthy, safe and as independent as possible. It is clear people in the home know, and relate well to the care workers who support them every day. Care workers have been through the provider's rigorous recruitment process and are monitored to ensure they are meeting people's needs. All care workers receive support, guidance, and training and are able to access policies and procedures to understand their responsibility to protect vulnerable people. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Care workers listen to people's opinions about the care and support they receive. This means each person receives the right support when they need it. Real time electronic care planning records what is important to people, and personal plans clearly describe each person's support and needs.

The Active Offer of the Welsh language is provided: this means being proactive in providing a service in Welsh without people having to ask for it. We heard conversations in Welsh, heard Welsh hymn singing, saw documentation and information available in Welsh. People are able to receive care and support in the language of their choice.

The installation of Wi-Fi throughout the home and into every person's bedroom supports excellent and private communication between family and friends. Relatives told us, and complimentary thank you cards confirmed, this has been especially valued during COVID visitor restrictions.

Mealtimes are a positive experience. New season's menus are taste tested. This produced some unexpected feedback with people expressing a like of more adventurous food. The wellbeing coordinator reflected the importance of not making assumptions and the exercise had really shown the benefit of asking, listening and acting upon people's opinions. The day's menu is displayed on restaurant style boards. All those we spoke with said they liked the food, and the meals we saw looked and smelt appetizing. A relative said, "*They put love into their food*". The food is served from a hot trolley at lunchtime, which means people are able to choose portion size, change their mind and give immediate feedback. The home has a five star food hygiene rating (the highest rating). Where necessary people receive support from care staff, people are not rushed, the meal is a social event and it is evident people enjoy their meals.

Care and Support

Care workers are aware of the importance of each person's well-being. The appointment of quality assurance wellbeing person is enhancing opportunities available to people. People told us they could choose to take part in activities or not, and relatives told us they had not realised the significant impact on their relatives confidence that opportunities to socialise with others would have. We observed an unstructured art session, undertaken following Age Cymru training – this was led by the participants and generated conversations and expressions of feelings through their painting.

Feedback from family members we spoke with was positive. They felt communication channels were good and the manager was responsive to requests. An online relatives gateway supports good communication and exchange of information. Staff were described as “excellent, *caring*”. We were told how one person was now up and about far more since coming to live at Llwyndyrys. Another said their relative had gained weight and was more confident. Whilst others said what had meant to be a short-term option was likely to be permanent as the stay had been so successful and their relative was happy.

The service promotes hygienic practices to reduce the risk of infection. On arrival, we were requested to show a valid Lateral Flow Test and we gave our contact details. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager works with the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice, care staff are clear on these, and their responsibilities around protecting people from infection.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed. There is a good skill mix of carers who are more experienced and their insights and ability to relate to people is valuable. All care documentation and personal plans are held electronically, which allows real time recording of the care and support provided and alerts/prompts any actions missed.

Health and social care professionals are involved with people and this is documented. Prompt referrals to healthcare professionals such as doctors and district nurses are made when necessary. Feedback from a healthcare professional we spoke with, was complimentary. There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication procedures.

Environment

People receive support in a homely environment. The home is safe, warm and clean and people say they feel comfortable and happy living at Llwyndyrys. People live on either the ground floor or first floor of the building. There is a lift as well as stair lift available for people to access different areas if they choose. Bedrooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings and photos. There is ongoing significant investment to the building to ensure it best meets people's needs. The refurbishment and new layout of the downstairs second lounge makes it easy for people to socialise with each other in small groups. The installation of a high-end outdoor room has been widely used and appreciated by family and friends during COVID visiting regulations. Training sessions can also take place in the well-ventilated room. The room now also houses a "hairdressing salon", which one relative described as "*absolutely fantastic*", as a regular trip to the hairdresser was part of who their mother was. This means people's needs; wishes and dignity are supported by the layout and services available at the home.

People are safe from unauthorised visitors entering the building, as visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are held electronically and only accessed via a secure log in. Employee personnel records and supervisions are secure, and an online HR resource is being introduced.

Clear infection control procedures are in place and care workers use gloves and aprons when providing personal care. A maintenance person is on site, undertaking legionella checks, fire safety checks and day-to-day issues. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests.

All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

The provider has a clear vision of the care and support provided. The service is values driven; an example of this is the employment of a quality assurance person purely focussing on the wellbeing of those living at Llwyndyrys. During the pandemic, the responsible individual (RI) and other senior staff have, and continue to be, highly supportive to the manager, staff and people in the home. This was reflected in the feedback we received with comments such as, “*they are great, really helpful.*” Regular discussions have taken place with peoples’ family members and professionals involved in their care. Regular audits monitor all aspects of people’s care, including medication, infection control measures and record keeping. Any issues that arise are resolved in a timely manner. People and relatives know how to make a complaint if they need to, and are confident the provider would listen to them if they did. The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. There is an ongoing recruitment campaign. Agency staff, when used, are known to the service and have worked regularly at Llwyndyrys. This helps to have a continuity of care, and agency staff know people well. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. Regular staff meetings give care workers the opportunity to discuss their work and to keep up-to-date with developments in the service. Employees may discuss any issues they wish to raise in three-monthly supervision meetings. Staff records show they receive an induction, receive regular supervision and an annual appraisal.

Staff attend a range of mandatory and specific training and the service’s training matrix corroborated this. Llwyndyrys is a residential care home and training documentation demonstrates staff are seeking to increase their understanding of many different aspects of health and social care. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals. There are up to date and regularly reviewed policies and procedures in place to support staff. We also saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19. People can be assured care staff are well trained and supported to enable them to carry out their roles.

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	N/A

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