



Arolygieth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## Care and Social Services Inspectorate Wales

### Care Standards Act 2000

#### Inspection Report

#### Gwyddfor

Bodedern  
Holyhead  
LL65 3PD

**Type of Inspection – Focussed**  
**Date(s) of inspection – 23/05/2013**  
**Date of publication – 19/06/2013**

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## **Summary**

### **About the service**

Gwyddfor has been a care home for older people for over twenty years. Mr Glyn Williams and Mrs Mary Williams purchased the home in 2004 and in 2010 they established a limited company, Gwyddfor Residential Ltd, to run the business. Mrs Williams has been the home's registered manager for the past eight years.

Gwyddfor is a two storey detached property situated in its own grounds on the outskirts of Bodedern. All the accommodation for people living at the home is on the ground floor.

### **What type of inspection was carried out?**

This was a scheduled focussed inspection that looked at the quality of life theme. The inspection visit was unannounced and took place on 23.05.13.

The information in this report was gathered from the following sources.

Discussion with people using the service, staff and Mr Glyn Williams.  
Observation undertaken during the unannounced inspection visit.  
Scrutiny of a sample of service users' and staff records.  
Accommodation viewed during the inspection visit.  
Self assessment of service documentation completed by the registered person.

### **What does the service do well?**

People participating in the inspection commented positively on the quality of the care provided, the accommodation and the food. People stated that they are happy in the home and that they are treated with respect and courtesy by the staff.

### **What has improved since the last inspection?**

The registered person, in the self assessment of service documentation, has highlighted the following as improvements made since the last inspection.

- Public areas have been re decorated
- Fire alarms system has been updated with a new Control Panel.
- Ongoing upgrade to Nurse Call system to include movement detectors in all rooms and external door monitors.
- New dining room chairs
- Storage room finished
- New bedding and curtains purchased.
- A number of windows have been replaced.
- Five rooms have been re decorated.

### **What needs to be done to improve the service?**

No non-compliance notices were issued as a result of this inspection.

## Quality of life

Overall, we (Care and Social Service inspectorate Wales) found that people using the service were able to exercise their rights and they were observed to be treated with respect and dignity. The home has a good range of activities which ensures that people using the service are occupied and stimulated.

People using the service have choice and influence over their daily routines. This is because there is a key worker system in place and this ensures likes and dislikes of individual service users are known. This information is further updated regularly in the monthly reports completed by the key workers. We saw evidence that detailed information regarding individual preferences is recorded. We also observed that people can follow their daily routines with some staying in their bedrooms whilst others sat in one of the lounge areas.

People using the service are positively occupied and stimulated. The home encourages people to continue with their previous interests and arranges a variety of individual and communal activities to entertain and stimulate people. An activities programme is in place, and some of the activities on offer include quiz, bingo, gentle exercise and the first movement to music session had been held the previous day. Feedback from people who had participated in this activity was very positive. Clothes parties are also regularly held at the home, thus providing opportunity for service users to purchase their own clothes. We saw service users doing some craft work on our arrival to the home. Entertainers also visit the home and on the day of the inspection a harpist was conducting a concert. Staff were observed to have sufficient time to chat with service users on a regular basis or respond to people requests. People who took part in the inspection said that they were very happy with the activities held at the home and two persons said that they were never bored as there were so many things to do.

People remain healthy because their needs are anticipated and they are enabled to have access to specialist or medical support. Staff have the experience and skills to recognise when people's needs are changing and they have developed good working relationship with the Health Board and the local General Practitioners. We saw evidence to show that healthcare professionals are involved in the care of people at the home. People told us that staff are always attentive and responsive and act quickly when they need to see a doctor.

People experience warmth and attachment as they are cared for by familiar staff. This is because the home has a stable experienced staff group. Staff turnover is low and the home does not use any agency staff. People told us that staff are always caring, kind and respectful.

## Quality of staffing

Overall, we found that the quality of the staffing at Gwyddfwr care home is good. The staff are well motivated, capable and employed in sufficient numbers to meet people's needs.

People can feel confident that their care is provided by staff that are competent. This is because staff receive the relevant training that enables them to meet people's particular needs. We saw evidence of the range of training undertaken by staff including nationally recognised qualifications in care within the computerised training matrix retained by the service. We saw evidence that statutory checks are undertaken when recruiting staff.

People's needs are anticipated and people benefit from good, timely decisions and responsive care as the home operates a key worker system. Each key worker is responsible for a number of service users. Observation of the interaction between staff and people using the service on the day of the inspection indicate that staff are familiar with their care needs.

People enjoy being cared for by motivated staff who are appreciated and want to make a difference to people's lives. The home has a structured staff support, supervision and appraisal system. We saw evidence of this in the staff files viewed during the inspection. Staff turnover is also low and the home does not use agency staff. People informed us that staff responded positively and efficiently to any care requests.

People have time to talk to staff and feel listened to. Staff are encouraged to spend time with service users. We saw staff engaging positively with service users during the inspection.

## **Quality of leadership and management**

The inspection focussed on the quality of life for people using the service. We did not consider it necessary to look at the quality of leadership and management on this occasion. This theme will be considered during future inspections.

## Quality of environment

The inspection focussed on the quality of life of people using the service. CSSIW did not consider it necessary to look at the quality of the environment in depth on this occasion. This theme will be considered during future inspections. However, the following observations were made.

People feel valued by an environment which helps to reinforce a sense of identity and personal worth. People are encouraged to bring personal items to decorate their rooms. We viewed a sample of bedrooms and found them to be individually decorated and contained personal items such as ornaments and photographs.

People are able to meet others and develop relationship in communal areas and have private space should they need it. This is because the home respects people's rights to privacy and offers a choice of communal areas where people can socialise with others. We saw that people are able to sit in one of the lounges or their own rooms as they choose. People can entertain family in the communal areas or their own rooms. We saw people interacting with each other and staff members during the inspection.



**How we inspect and report on services** We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focussed inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.