



# Care and Social Services Inspectorate Wales

## Care Standards Act 2000

### Inspection Report

#### Gwyddfor

Bodedern  
Holyhead  
LL65 3PD

**Type of Inspection – Baseline**  
**Date(s) of inspection – 20.05.14.**  
**Date of publication – 18.06.14**

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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. The home is managed by Mrs Mary Williams.

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?

A baseline inspection was conducted following the receipt of one concern regarding the service. The inspection visit was unannounced and took place on 20.05.14. between the hours of 10.00am and 5.00pm

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

Discussion with people using the service, staff, Mr Glyn Williams and Mrs Mary Williams.

Scrutiny of a sample of service users, staff records and other documentation required to be retained by a registered service.

Observation made during the unannounced inspection visit.

Accommodation viewed during the inspection visit.

The Short Observational Framework for inspection (SOFI) tool was used to observe people's experience of living in the home and the staff interactions with them.

### What does the service do well?

The home provides people with opportunities to take part in a range of communal and individual activities.

The registered persons are pro-active in seeking the views of people living at the home on the care and services provided.

The home places an emphasis on staff training and development.

### What has improved since the last inspection?

The activities programme continues to be developed and improved.

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

No issues of non compliance were identified.

## 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 living at Gwyddfôr feel listened to and believe their views are valued. This is because the registered manager and staff are pro-active in seeking people's views on the care and services provided. "Residents meetings", which provide people with a forum to express their views, are held on a regular basis. Minutes of the most recent meeting were seen and this showed that a number of topics had been discussed which included the menu and the activities programme currently in place.

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 information regarding individual preferences is recorded. We also observed that people using the service followed their own daily routines with some staying in their bedrooms whilst others sat in one of the lounge areas. We observed people reading the daily newspaper or reading books, talking to each other or staff members and playing a game with one of the staff members. People seen during the visit confirmed that they were able to choose their own routines and how and where they spend their day.

People using the service are positively occupied and stimulated. This is because the registered person and staff encourage people to continue with their individual interests and provide opportunities for people to take part in a range of communal activities. We saw that one service user had been enabled to continue with past hobby of cross stitch and examples of the work completed were displayed in the room. We also saw evidence that people who wish, can have access to the internet and this facility is used for online shopping and educational courses. An activities programme is in place, and an activity co-ordinator is employed twice a week. Examples of the activities on offer include quiz, bingo, a variety of games and baking. Clothes and shoe parties are also regularly held at the home, thus providing opportunity for service users to purchase their own clothes and shoes. We observed service users playing a game during our inspection visit. Entertainers also visit the home on a regular basis. Outings are also available and one individual said that she had enjoyed going out for lunch the previous day. Staff were observed to have sufficient time to chat with service users 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. This is because the 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 within the care planning documentation 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 are treated with respect and dignity. This is because the induction training targets the importance of treating people with respect and dignity. We saw that people were dressed in freshly clean clothes with attention paid to personal appearance. We saw staff approaching people in a polite and friendly manner and being alert as to when people needed support with personal care, giving discreet assistance.

People receive effective support from a service which can fully meet their needs. The service has an effective pre admission procedure that ensures the home can meet the needs of individual persons. This includes a pre assessment process that targets the needs of the individual. The manager currently undertakes this task.

## Quality of staffing

Overall, we found that the quality of the staffing at the care home to be good. The staff are 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

Overall, we found that the quality of the leadership and management to be good. There are clear lines of accountability within the home. In the absence of the manager the deputy manager takes over the role. We found that the systems used within the home to be effective in maintaining a good quality of service.

People using the service, working in the service or linked to the service are clear about what it sets out to provide. This is because the home has an information pack that includes both the Statement of Purpose and Service User Guide. This is because the Information pack contains comprehensive information regarding the service available at Gwyddfor Care Home.

People using the service and their families are actively involved in defining and measuring the quality of the service. This is because the home's internal quality assurance process involves seeking the views of the people who use the service and their relatives on both an informal basis and a formal basis through the use of annual questionnaires. We saw a copy of the questionnaires completed by relatives, service users and professional staff attending the home and all feedback targeted satisfaction with the service provided. We also saw a copy of the quality assurance report completed following the return of the questionnaires.

People using the service can be confident that if things are not right they will be addressed quickly. The service has an effective complaint procedure. Detailed information regarding the complaint procedure is included within the information pack. People stated that they are familiar with the complaint procedure and they would be confident that any issue raised would be addressed promptly by the registered manager. We saw that appropriate steps had been taken address the identified issues in the sample of complaint record seen during the inspection.

## Quality of environment

Overall, we found that the service provides a clean and uplifting environment where people have good facilities that they can access easily.

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

People are able to meet others and develop relationships in communal areas and have private space should they need it. We saw that people were 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.

People using the service find the environment warm and clean. This is because the service has sound systems in place to maintain a good standard of cleanliness. The home has a detailed cleaning schedule that targets tasks both within the home and kitchen. Task undertaken are signed when completed. If staff members are unable to complete a given task, a message is left for the manager to reallocate this task. The registered manager will monitor the standard by walking around the home at 7.00 a.m and 11.00 a.m . Any tasks not undertaken to a satisfactory standard are noted in the diary for further action by staff members. The communal areas and sample of bedrooms viewed were found to warm and clean. No undesirable odours were detected.

People staying at Gwyddfor can be confident that the equipment is safe because the service has a good maintenance programme. This includes a monthly inspection undertaken by the maintenance staff member together with the service of the equipment. We saw samples of the monthly inspection and servicing records undertaken for the equipment in use at the home.



**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.