



Inspection Report on

Gwyddfwr Residential

Gwyddfwr Care Home

Bodedern

Holyhead

LL65 3PD

Date Inspection Completed

19/03/2021

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About Gwyddfor Residential

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gwyddfor Residential Ltd
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	9 January 2020
Does this service provide the Welsh Language active offer?	Yes

Summary

This was a focused inspection and on this occasion we did not consider the environment / care and support / leadership and management / in full.

People are happy with the care and support they receive from well-trained care workers. Care staff are knowledgeable, respectful and caring and are available in sufficient numbers to meet people's needs. People's care documentation is detailed, giving staff appropriate instruction how to deliver support. Comprehensive infection control measures are in place and fire exits are clear of obstructions. People living at Gwyddfor and care staff are supported by a Responsible Individual (R.I.) and manager who take their views and needs into consideration.

Well-being

People's views are actively sought and evident in people's support files. People are treated, with dignity and respect. People's care and support documentation is detailed and gives staff adequate instruction on how to support individuals, and we were told by care staff, gave an accurate reflection of the individual receiving support. The service supports people to achieve their outcomes.

The service has good measures in place to ensure people receiving a service are protected from harm. Suitably trained care staff are employed in adequate numbers to ensure people receive the care and support they require in a timely fashion. Infection control measures are detailed and staff are trained in their implementation. Staff follow personal plans closely and these plans reflect the needs of the individual accurately.

People are safeguarded as care staff know how to raise concerns if they suspect someone's well-being is compromised. Training records and our discussions with care workers evidenced they are trained in safeguarding and whistleblowing and are aware of the policies and procedures in place if they need to follow them.

Care and Support

As this was a focused inspection, we have not considered this theme in full.

People are provided with a good quality of care and support which is tailored to the needs and wishes of the individual which care staff are aware of. Detailed personal care plans are in place and give comprehensive instruction to staff on how to support the individual. They also reflect the wishes of the person on how they want to be supported. We viewed personal plans and other documentation which showed the needs and preferences of the individual in regards areas such as bathing, how many pillows they liked, what time they got up in a morning, and continence care, were recorded. We spoke with staff and residents who confirmed this and that people received the support they wanted and required. We spoke with a resident who was up early in the morning, they confirmed this was according to their wishes and we saw this was clearly evidenced in their personal plan. We viewed positive interactions between care staff and residents and spoke with people living at the home who confirmed that they are treated with dignity. One person told us *"I am happy here, I get the support I need and I am treated with kindness and respect"*.

The administration and storage of medication is safe and ensures the protection of people's health and well-being. We saw staff administering medication are appropriately trained and their competency is reviewed. We saw evidence that audits of reviews of medication stocks, records and storage are carried out monthly and that medication is stored securely and appropriately. We witnessed staff administering medication appropriately. We also spoke with staff who told us that medication was administered appropriately by trained staff.

Environment

As this was a focused inspection, we have not considered this theme in full.

Good arrangements are in place to ensure risks to people's health and safety are mitigated. We saw there were comprehensive policies and procedures in place in regards the prevention of infection and fire exits were clear and accessible to staff and residents.

Leadership and Management

As this was a focused inspection, we have not considered this theme in full.

People are supported by appropriate numbers of well trained staff who enable people to achieve their personal outcomes. Care staff told us they received regular and appropriate training for the needs of the people they support and we saw training records which confirmed this. We also spoke with people who confirmed the support they received met their needs. We saw appropriate numbers of night staff were on shift and care staff confirmed that care workers numbers enabled them to meet people's needs throughout the day and night. We spoke with people who also confirmed care staff were employed in enough numbers and were able to meet their needs in a timely fashion. One person living at Gwyddfor told us *"care and support is provided when people need it, without delay, day and night."*

People working at the service are supported to raise concerns about the service through whistleblowing procedures. Care staff we spoke with are positive about the home and the support they receive from the manager and RI. One member of staff told us *"I've had an amazing experience working here, I've never had a bad day."* Care staff told us they were able to raise concerns with managers and that managers were receptive and listened to them. We saw evidence that whistleblowing is discussed with staff as part of their supervision, and training around whistleblowing has been provided. We spoke with staff who confirmed they were aware of the whistleblowing policy.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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Date Published 02/06/2021