

Gwyddfor Residential Home

Bodedern



Information & Welcome Pack

Incorporating our Service Users Guide

Reviewed March 2024

Incorporated new requirements under The Regulation and Inspection of Social Care (Wales) Act 2016 Statutory Guidance Version 3 March 2024



MISSION STATEMENT

To maximise the quality of life by
providing the highest quality of care,
to exceed our clients' expectations.

We will maintain these high standards
by means of committed, motivated,
trained staff supported by
a programme of continuous
improvement.

We would like to extend a warm welcome to Gwyddfor, on behalf of our residents, management and staff.

We hope that the information in the following pages will be of use and guidance, introducing you to a new environment. We very much want you to think of Gwyddfor as your home, where you can be comfortable and cared for, and hopefully where we can provide the facilities and support to enable you to lead your life to the full.

Please ask any member of staff about any information which you may need which is not clear in this booklet. We would welcome your views and suggestions on the general running and management of this home, and on the care provided.

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INTRODUCTION TO GWYDDFOR

Gwyddfor is a substantial family house (formerly the Vicarage for the parish of Bodedern) set in its own grounds of approximately one acre. We are situated in a tranquil rural environment, midway between and one mile from the villages of Bodedern and Bryngwran, having easy access to public transport and the main A5 trunk road a quarter of a mile away. The wooded mature grounds are level and are fully landscaped with safe pathways and outdoor seating areas. Raised planting beds are a feature for those who wish to pursue gardening interests.

Purpose-built extensions have been added to enable 22 rooms to be sited on the ground floor without stairs, ramps or lifts. Another 5 rooms are situated on the first floor of the extension built in 2016, serviced by lift and stairs. Gwyddfor has a total of 27 rooms, 2 of which have an adjoining door which is available for partners to use as a double bedroom with adjoining lounge.

Communal rooms comprise a lounge bar, top lounge, a snug sitting room, dining room, a quite glazed sun room and an Atrium. The lounge bar is used extensively for activities & functions. (Photographs of functions can be viewed on our Facebook page at www.Facebook.com/Gwyddfor or our website www.gwyddfor.com) Residents' bedrooms (12 single with large hoist accessible en-suite wet room showers, 5 single en-suites, 9 single, & one double, complying with National Minimum Standards) are comfortably furnished to include vanity unit with H&C, wardrobes, furniture and easy chair. Bathrooms & toilet facilities are provided close to all areas & fitted with mobility aids. Fire detection, fire alarms & emergency nurse-call systems are fitted throughout. Rooms are either carpeted or fitted with wood FX safety flooring, centrally heated, double glazed and have a private phone.

Residents may provide their own items of furnishings where so desired in order to personalise their own room. Our objective is to provide secure, clean, comfortable, homely accommodation where we can meet the individual needs of each resident in a caring environment, and where each resident can be encouraged to maintain their own freedom of choice, dignity and self-esteem.

With the companionship of those around them and the support of the staff, we hope that each resident will maintain, as far as possible, their normal lifestyle and achieve their full potential. We consider that we are part of the surrounding rural community, and outside interests, hobbies and pursuits are encouraged. We have no restrictions regarding age, sex or religious denomination of residents.

Visits are made to Gwyddfor on a regular basis by ministers of religion, community health services, opticians, chiropodists, hairdressers and the library service. Visitors are most welcome at any reasonable time, as we appreciate the contact that they maintain with the world-at-large. We are also pleased to co-operate with friends or relatives in arranging outings for residents where they so desire. We make extensive use of local befriending services who help us with outings etc. Particular attention is paid to providing a well-presented, balanced diet, based on a varied menu of home-cooked food. Breakfast is a choice of juices, cereals and toast. Lunch is normally a set cooked meal, though personal preferences and special diets can be catered for. A choice of menu is offered for tea and supper, and refreshments are served during the course of the day.

Gwyddfor is owned by Gwyddfor Residential Ltd. It is operated by the Directors Mrs Mary Effie Williams and Mr Glyn Thomas Williams, assisted by trained care staff. Staffing levels are maintained in accordance with guidelines designed to ensure adequate attention to residents' needs day or night. All staff are trained to be courteous and supportive towards residents and to offer assistance in a sympathetic and tactful manner. The majority of staff are Welsh-speaking.

Mrs Mary Williams has over 35 years' experience caring for the elderly and holds the NVQ 4 Registered Manager Award. Mr Glyn Williams retired from the RAF in 2004 after 25 years as an electronics engineer with substantial experience at senior management level.

Residents are expected to be mindful of the needs of their fellow residents, including the right of privacy. We consider that the maintenance of a harmonious relationship within the home is of

vital importance to the well-being of all concerned within our small community.

Whilst independence is encouraged, we will offer assistance to ensure a presentable appearance and personal hygiene. Residents are expected to provide their own personal effects and clothing in good order, which we will launder on a daily basis.

Minor ailments and day-to-day medication will be dealt with by the management and staff under the guidance of either the resident's own doctor or the local GP, who will visit when needed. Whilst we are aware of, and experienced in, the provision of the care required by advancing years and failing health, we are not a nursing home and regret that we are not qualified or equipped for long-term nursing care of the chronically sick or disabled. Where the resident or representative so wishes, and where it is in the resident's best interests to do so, we are prepared to provide care until death where this is feasible without specialised nursing care, disrupting the normal routine of the home or distressing other residents.

We would also assure residents that they do not prejudice their statutory right to the full facilities of the community health care services. We operate a trial period of residence of four weeks (with two weeks' notice either way) in order that potential residents can assure themselves that our small community would meet with their requirements without making any long-term commitments. We are pleased to receive, without obligation, potential residents or their representatives in order to clarify our location, facilities, aims and service. We have achieved the Isle of Anglesey "Approved Homes" annual quality requirements status.

We provide long or short-term care and also offer a day-care service, whereby you may just visit the home or use some of the facilities. We are open 24 hours a day, 365 days of the year, and we can tailor a package of care to suit your exact needs and requirements. We strive to encourage and preserve all residents' privacy, dignity, choice, and opportunity for fulfilment.

We provide care to persons within the criteria of our CIW registration. The current certificate is attached at the end of this document, after our latest CIW Inspection Report.

We can also provide specialist care to individuals with specific dementia care needs. Any such care package will be tailored to the needs of the individual. The needs of someone with dementia can be very complicated, and as such would require a very thorough pre-admission assessment to ensure that we could meet those needs with minimal disruption to the daily lives of our other clients.

RANGE OF NEEDS

Gwyddfor provides residential care for men and women, aged 50 and over, from all cultural, racial and social backgrounds. Following a full assessment of care needs a decision is made as to whether the home will be able to meet the individual's needs. Gwyddfor has experience in supporting people with a wide range of complex needs including:

Personal care with supervision and support

Dementia and Alzheimer's disease

Physical frailty

Mental health problems

Behaviour and emotional issues

Challenging behaviour

Depression

Epilepsy

Sensory and visual impairment

Speech and language difficulties

Physical Disability

Learning Disability

Diabetes

Cardiac disease

Circulatory problems

Hypertension

Parkinsons

Osteoporosis

Palliative care

Complex skin care problems

Specialist dietary requirements'

Crohn's disease

Elderly Mentally Infirm (EMI)

Where a specialist need is identified for which we do not have experience then our management will endeavour to accommodate these needs with the input of local healthcare

professional and specialist training courses for our staff. We will at all times work within the requirements of our registration with the CIW, seeking to vary our conditions of registration if required.

An admission to Gwyddfor will only be agreed by the care home manager if it is clear following receipt of a care plan and assessment document, that a person's needs can be fully met.

GENERAL INFORMATION

We hope in the following pages to briefly set out the facilities which we offer, and the arrangements and routines which are in place. Please ask us or a member of staff for any other information which you may require.

RECORDS

We are by law required to maintain records of residents including social history, medical condition and medications etc. and to produce care plans. All private information is kept in a personal file under lock and key for relevant personnel access only. You will be consulted and asked to contribute to your care plan, and all records are available for you to inspect at any reasonable time. (This is your right)

MEDICATION

If you wish and are able to administer your own medication then you are encouraged to do so. If you wish us to administer medications on your behalf, then we shall be pleased to do so using a monitored dosage system (MDS) to ensure accuracy.

DOCTOR

It is better to keep to your present Doctor (who should know you well), but if this is not possible, then please ask for details of the local Practices from which you may choose. Please let us know if you would like us to call your Doctor on your behalf when needed.

HEALTH CARE

You are fully entitled to all the community health services, as you were at home. We arrange periodic visits by Opticians, Dentists, Chiropodists, Audiologists, etc., but let us know when you need any of these or other services. Where a relative or friend cannot help, we will arrange transport with a member of staff for Hospital visits.

FINANCIAL

The levels of fees and method of payment are fully covered in the form of agreement. The only additional charges will normally be for the hairdresser, private chiropody, your own personal telephone and newspaper if you require one, we also ask for a small contribution to some optional excursions. It is best if you have a person, such as friend, relative or Solicitor, to be responsible for your financial affairs. All cash transaction are recorded and witnessed. The question of Benefits can be very complex and you may need to discuss this with a Solicitor or a Social Worker.

SECURITY

A lockable drawer is provided in your room for personal effects. Your room (and all bathrooms etc.) can be locked, and we have a passkey for emergency use. It is not advisable to keep large amounts of cash in you room - have your Representative bank it for you. If you wish, we will keep valuables in the office safe, for which a record is kept.

LAUNDRY

We will launder bed-linen, towels etc. Unless you wish otherwise, we will also launder your clothing, which will be suitably marked. However, you may do your own laundry if you prefer.

SHOPPING

When you need outside shopping, we can either arrange for a member of staff to shop for you, or we can usually arrange for transport through our befriending partners or voluntary services. Please note that there may be a small third party charge for this which will be detailed beforehand.

POST

Your post will be brought to your room or to the lounge as you prefer. Letters for posting can be placed in the post-box or given to a member of staff (stamps and stationery are available in the office) Ask your key worker if you need help in opening, reading or sending mail in privacy.

TELEPHONE

All rooms have the option of a private phone facility and have a unique number if required. You will need to dial 9 to get an

outside line. There is a small monthly 'line rental' charge and calls are charged at current BT rate. Please note that this facility is optional, please ask one of our carers if you would like this facility in your room.

TELEVISION

We provide a remote control colour television in each room. Should you prefer to use your own set, with which you may be more familiar, then this can be arranged. All rooms are wired to accommodate digital/satellite TV and DAB radio.

COMPUTER GAMES STATION

There is a Nintendo Wii, please feel free to play on this at anytime. Ask a member of staff you are unsure how to use it. We also have a 52 inch interactive display for group activities and cinema nights.

INTERNET ACCESS

We provide free internet access via our wireless network/broadband connection.

VISITING

Visitors are welcome at any reasonable time, either in the lounges or in your room. Ask staff if you would like them to provide refreshments, or alternatively you may do so yourself from the kitchen.

ACCESS

You are free to use all parts of the home and gardens, respecting the privacy of other residents' rooms. Please let us know when you are going out. There are times when we may have a control of access/entry in place. During these times you can have your own combination for the doors, please ask our manager for more information.

YOUR ROOM

We must stress that it is your room to use, furnish and arrange as you please. If you wish, we will carry out cleaning and bed making when it suits you. Please let us know if there is anything which you would like us to provide or repair in your room. We must ask to check any electrical appliances for safety reasons and record furnishings which you provide.

REPRESENTATION

We hold regular and formal and informal discussions between staff and the residents who loosely form our residents' committee. This is a good opportunity for us to gain feedback on activities, training and care activities, and your observations are much valued. The exchange of views and information at these meetings is most useful in helping shape the services to your needs. We are fortunate in having the active support of friends and families, who contribute to activities and continuing care.

MEALS

Mealtimes are flexible, there is a choice (see table menus) and meals can be served where, and when, you prefer. If you are out, a meal will be kept or packed lunch can be provided. Special diets can be catered for. We pride ourselves on our homely fresh food. The normal day is breakfast, morning coffee, lunch, afternoon tea, light supper, bedtime drinks, night drinks as you request. Visitors are welcome to join us. Fruit juices are offered throughout the day and alcoholic beverages are available in the lounge bar at no extra cost. If you wish, you can make your own drinks and snacks. We welcome menu suggestions and ideas - please let us know.

ACTIVITIES

Activities, crafts and outings are organised; participation is optional. We endeavour to maintain your former interests and community involvement, and suggestions are very welcome at residents meetings. A communion is held and transport can be arranged for other services. We value our strong social links with the community, friends and families.

STAFF

Our staff are trained to be at your service. We operate a "key worker" system which will be explained to you. Staff and the directors are always available for private discussion of any problems. We try to resolve any complaints or concerns as quickly as possible.

NIGHT CARE

It is normal for the night staff to check the well-being of residents on an hourly basis throughout the night. If this disturbs you, or you do not want this service, then please let us know.

NURSE CALL

You will be provided with a pendant to summon assistance when required. Activating your pendant will inform the staff of your location within the building, and that you require assistance. Every room is equipped with a ceiling pull switch to summon staff for yourself or another resident who may be in difficulty. Pull the cord once, when a red light will show to indicate that the staff have been made aware at the control panel and sound-repeaters throughout the building, and that staff are answering the call.

FIRE AND EMERGENCY

The whole building is equipped with a fire detection and alarm system which will alert staff by ringing loud bells in the event of an emergency. The system is tested frequently, but you will be notified in advance. Staff receive regular Emergency and First Aid training. The notice on the back of the door to your room gives relevant guidance. Should you discover a fire, alert staff by shouting or by pushing a call-point.

We would like you to think of Gwyddfor as your own home, where your rights, choice, privacy and dignity are respected. Our aim is to provide the support that will enable you to enhance your quality of life.

MENU ALTERNATIVES

BREAKFAST

Menu of your choice

LUNCH

Set meal daily - with an alternative choice of:-

SALADS (Egg, Cheese, Cold Meat, Fish), MIXED GRILL, COTTAGE PIE, QUICHE LORRAINE, OMLETTE (Choice of Filling with Vegetables). With Jacket, Mashed or Chipped Potatoes

SWEET

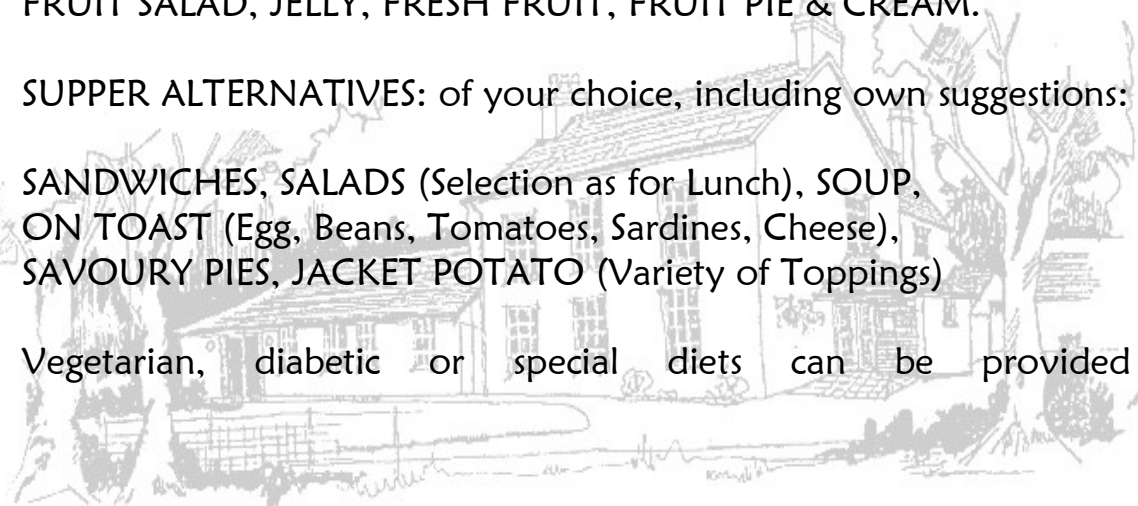
Selection of:-

CHEESE & BISCUITS, ICE CREAM WITH TOPPING, YOGHURT, FRUIT SALAD, JELLY, FRESH FRUIT, FRUIT PIE & CREAM.

SUPPER ALTERNATIVES: of your choice, including own suggestions:

SANDWICHES, SALADS (Selection as for Lunch), SOUP, ON TOAST (Egg, Beans, Tomatoes, Sardines, Cheese), SAVOURY PIES, JACKET POTATO (Variety of Toppings)

Vegetarian, diabetic or special diets can be provided



AIMS AND OBJECTIVES

Gwyddfor provides 24-hour supervision and a haven giving protection and support to the elderly. Against this background it is important to lay out a set of aims and objectives which will guide Staff and which sets the vision for a community-based service.

Although these principles are expressed in terms of what the services should achieve for the consumer, the fundamental requirements for service is that they should be shaped around the unique needs of individuals at the point of delivery. In order to do this it is essential that the lead responsibility for each phase of treatment and support is agreed between all relevant agencies. Clear lines of responsibility must be established for the assessment, management and treatment of individuals according to the aims and objectives set out below. Gwyddfor aims to provide good quality care for clients.

Aims

- provide a secure home for as long as it is needed
- seek the maximum development of each individual within their potential
- promote within each individual the belief that his or her life and activities are as valuable and as valid as those of the rest of the population.

Objectives

- To promote useful social contact with other members of the local community.
- To provide a variety of meaningful activities for all clients.
- To provide individual personal plans for each client.
- To ensure that regular staff meetings take place at all levels of management and staff within the organisation. Regular management and staff meetings are a crucial part of any organisation. Individual supervision of staff is a crucial part of ensuring good professional practice and helps communication within the organisation.
- To assist clients in securing appropriate medical care and to ensure that public services provide them with the same standard supplied to others. To counsel clients on the choice of services available to them.

Our aims and objectives are based on the many factors which contribute to the quality of life, focused on the following basic values:-

PRIVACY

The right of individuals to be left alone, undisturbed and free from intrusion or public attention, including privacy of their personal affairs and belongings

DIGNITY

Recognition of the intrinsic value of people regardless of circumstances, by respecting their uniqueness and their personal needs; valuing and treating with respect each person irrespective of their circumstances or degree of dependency.

INDEPENDENCE

Opportunities to act and think without undue restriction or reference to others, including a willingness to incur a degree of calculated risk.

CHOICE

The opportunity to select independently from a range of options, including the support to enable informed choices to be made, with as full as possible an understanding of the implications of each option.

RIGHTS

The maintenance of all entitlements associated with citizenship, and the right to fair, equitable and just treatment.

FULFILMENT

The ability to achieve an individual's potential capacity in physical, intellectual, emotional and social matters. The right to the freedom and support to enable the realisation of personal aspirations and abilities in all aspects of daily life.

INVOLVEMENT

Where desirable and feasible, the opportunity to participate in normal community activities, maintaining ordinary and valued networks, friendships and relationships, taking an active role in self future planning.

PRINCIPLES OF GOOD PRACTICE

Introduction

It is our conviction that those who live in continuing care do so with dignity, that they have the respect of those who support them, live with no reduction of their rights as citizens and are entitled to live as full and active a life as their physical and mental condition will allow.

Whatever their age, whether sound in mind and body or experiencing disability, residents have a fundamental right to self-determination and individuality. Equally, they have the right to live in a manner which corresponds as far as possible with what is normal for those who remain in their own homes. We aim to enable residents to achieve their full capacity - physical, intellectual, spiritual, emotional and social - even when they have a progressive disease such as dementia. This can best be achieved by sensitive recognition and nurturing of that potential in each individual and by an understanding that it may change over time.

Residents and their well-being are the central focus. It is the interests of residents, individually and collectively, that assume priority. This means that residents are accorded a standard of care and attention which respects individuals' privacy and dignity, recognises their diversity and individuality, fosters their independence, offers them choice and enables them to control their own lives wherever possible.

Some basic principles underlie the rights which are accorded to all who find themselves in the care of others.

Respect for privacy and dignity

The importance of preserving the privacy and dignity of residents is paramount. This means that they have their own individual private space and the opportunity to choose how they dress, what they eat, when they go to bed and get up and how they spend their day. Dependence on staff for help with personal care does not mean that their dignity is compromised or that their privacy is not respected. Staff always avoid adopting patronising attitudes and behaviour towards residents. Residents determine how they want to be addressed by staff, other residents and visitors to the home.

Maintenance of self-esteem

The preservation of self-esteem amongst those who depend on the support of others hinges upon the status they are accorded. Staff and management do not make the mistake of seeing residents only as frail old people who simply need help. They value the contribution which individuals with their personal qualities, talents and rich experience of life make to the life of the home. Residents' self-esteem is enhanced if they feel valued and in this way their morale is maintained. Staff treat residents courteously and respect their privacy and their right to hold and express opinions or to keep them private.

Fostering of independence

It is assumed that residents can look after themselves and handle their own affairs until it has been shown otherwise. They may need time to do things themselves but staff and relatives resist the temptation to 'take over' unless absolutely necessary; otherwise they make residents unnecessarily dependent. We are committed to support our residents to maintain independence, continence, mobility and physical and emotional wellbeing.

Choice and control

Wherever possible, residents are able to make for themselves the major decisions affecting their lives. They are also able to choose how they spend their time from day to day. This exercising of choice is a right which requires a partnership between resident, relatives and staff in which choices can be negotiated. Some residents - particularly those who are very frail and vulnerable - will need help to express their wishes and preferences. All residents have access to external advice, representation and advocacy. Even deeply held views and aspirations may not be expressed if staff do not encourage such links outside the home. Residents have opportunities for emotional and sexual expression and for intimate and personal relationships within and outside the home.

Recognition of diversity and individuality

Even though residents are living in a home with other people, they remain individuals with their own likes and dislikes. Staff are responsive to the requirements of individual residents and do not merely impose regimes which are dictated by the needs and preferences of the majority of residents or implemented for the convenience of managers, staff or relatives. Ethnic, cultural, social and religious diversity is recognised as an integral part of home life. Residents can feel that their needs will be responded to willingly by staff who understand the value of maintaining a sense of continuity and identity based on past traditions and practices. For their part, living in a community with others requires that residents should recognise and respond to the rhythms and needs of other people.

Expression of beliefs

Opportunities are made available for religious and political beliefs to be expressed and pursued. This involves facilitating practices such as prayer and contemplation which require privacy and quiet or enabling residents to attend places of worship.

Safety

Residents are kept safe and feel safe. Wherever possible, fears and anxieties are acknowledged and relieved while recognising at the same time that over-protectiveness and undue concern for safety may lead to infringements of personal rights.

Responsible risk-taking

Responsible risk-taking is regarded as normal and important in maintaining autonomy and independence. Residents are not discouraged from undertaking certain activities solely on the grounds that there is an element of risk. The balance between risk and safety has to be carefully maintained. Anxieties raised by staff and relatives will be discussed, where possible, with the individual resident concerned and agreement reached which balances the risks against the individual's rights.

Human Rights and the Welsh Declaration of the Rights of Older people

Living in care does not in any way reduce residents' normal rights to statutory health and social care services. Neither are their other rights - participation in the general civic and democratic process, access to information and so on - diminished. Residents are enabled to vote in elections if they wish to do so, in person, by post or by proxy, with full confidentiality assured. Each resident has a formal agreement setting out the care to be received in the home, the conditions of residence and the fees payable.

You have the right to be who you are

Not all older people are the same. You have the right to be who you are - a unique person, and have the right to be understood, considered and recognised as an individual. You have the right to be treated equally and without discrimination. You have the right to use the language of your choice to communicate

You have the right to be valued

Because you are a human Being you have the right to be valued. Your life is significant to you and those who care about you. You have a right to live a life that has value, meaning and purpose. You matter. You are of worth and what you contribute to society throughout your life has value.

You have free will and the right to make decisions about your life

You have the right to make decisions and be supported to do so if necessary. You have the right to exercise your free will and make choices. Your opinion is the most important when decisions are being made about you and your life. You have a right to be supported to live independently.

You have the right to decide where you live, how you live and with whom you live

You have the right to decide where you live and to choose the person or people to spend your life with. You have a right live somewhere you can call home and with the community you love.

You have the right to work, develop, participate and contribute

Your life does not come to an end because you have reached a certain age. You have a right to work. You have a right to full involvement in my own community. You have a right to thrive and to continue learning, developing and growing. You have a right to support so you can continue contributing. You have a right to explore new things.

You have a right to safety, security and justice

You have a right to be taken seriously when you are afraid. You have a right to information and advice that addresses your worries and uncertainties. If you need the law to protect you then you should not be treated differently because you are older. You also have the right to take risks if you want to.

Sustaining relationships with relatives and friends

We value the role which relatives and friends can continue to play in the lives of residents. Their participation is encouraged wherever residents wish it and their contribution recognised as an important part of the residents' care.

Opportunities for leisure activities

Provision for leisure activities in and, where appropriate, outside the home is essential. This is sensitive to individual tastes and capacities and flexible enough to match them. Resources existing in the neighbourhood are engaged to help meet the needs of residents. The quality of life in this home is enhanced by inclusion of the widest possible range of normal activities, particularly those with which residents have been familiar in the past. It includes opportunities to go on outings, to go shopping, and attend places of worship if it is within the individual's capacity to do so.

High standards of care

Individuals receive the level of care which their own situation requires. It meets high standards and satisfy the full range of physical, clinical, personal, social, spiritual and emotional needs of the individual.

Necessary care

Care and treatment is provided only if it will be positively beneficial. Care does not mean unnecessary restraint. Treatment is never given for the convenience of the home. Residents have ready access to appropriate care given by an appropriate person from within or outside the home. It is always provided with respect for the individual's privacy and dignity.

Continuity of care

Wherever possible, and whatever the resident's declining state of health or financial position, continuity of care is assured. Residents will not have to move out of the home to receive additional care (unless dictated by their medical needs). If possible, it will be brought into the home by external services. Where we cannot provide all necessary care, or is not intended to (as in the case of respite care), transitions between the home and the person's own home, or the home and a hospice or hospital will be as smooth as possible.

Care which is open to scrutiny

Residents (and their relatives or advocates) are able to complain about the care they receive without fear of being victimised or being asked to leave.

RESIDENTS CHARTER

Residents will:-

1. Be encouraged and helped to maintain a high quality of life.
2. Be encouraged to maintain their independence.
3. Have their privacy respected.
4. Be treated with dignity.
5. Have their human, emotional and social needs respected and fulfilled.
6. Be encouraged to exercise choice in their daily life.
7. Be encouraged to follow the religion of their choice.
8. Be addressed as they wish.
9. Not be discriminated against on grounds of race, religion, sex, colour or disability.
10. Be cared for in a manner similar to that which would be given by a caring relative in their own home.
11. Be encouraged to handle their own medicines when competent to do so.
12. Be able to retain the doctor of their choice.
13. Receive medical and nursing care in private.
14. Be entitled to all the communal care facilities of the locality.
15. Be encouraged to discuss their case and needs with the management of the home.
16. Be able to receive visitors at any reasonable time.
17. Have the right to consult their own solicitor.
18. Feel at home.
19. Be provided with adequate accommodation.
20. Be encouraged to bring personal belongings into the home.
21. Have access to a telephone.
22. Be provided with nourishing, appetising and adequate food.
23. Be encouraged to participate in recreational facilities.
24. Enjoy a continued relationship with a home.
25. Be cared for by adequate and appropriately trained staff.
26. Choose to reside in any home they wish.
27. Be able to complain about the quality of care received.

The rights identified above are now explained in more detail . .

1. Quality of Life.

We strive to make this home a happy place where you will be encouraged to have as high a quality of life as possible and where the home management and staff will assist in the achievement of this aim. This means being allowed and encouraged to make decisions regarding yourself and assistance, if necessary, being given in carrying out the decision. This entails the acceptance of a degree of risk. Those who wish will be encouraged to continue with their individual interests outside the Home.

2. Independence.

You may prefer to be independent in certain self-care situations in order to retain self-respect and dignity, and this is encouraged. For instance, you might prefer walking with an 'aid' (a walking frame or tripod or sticks) rather than be supported by staff. Similar situations may apply to bathing, dressing, visiting the toilet, etc.

3. Privacy.

You are entitled to privacy without intrusion. The privacy concerned will depend on the situation. It might be dressing or undressing, washing or bathing, visiting the toilet, or it might be a private conversation with a visitor, doctor, lawyer, etc.

4. Dignity.

We uphold your dignity even though assistance and support may be needed in many ways. Staff and management believe that each person is individual with their own thoughts and beliefs which are to be respected. Caring for people means caring for them as important individuals.

5. Human, Emotional and Social Needs.

Everyone appreciates an understanding of their points of view, consideration of themselves and their needs, and compassion when they feel low. The qualities needed to provide such understanding emanate from the management and staff and from the training and example given.

6. Choice.

It is important that we recognise the inherent value to a person's well-being of their being able to exercise choice about the content of their daily lives. We encourage you to make choices regarding personal affairs, care and life style in the context of an agreed notion of acceptable risk and the constraints of communal living. Assistance can be given by us in carrying out these choices.

7. Religion.

It is entirely for you to decide whether or not to follow a particular religion. Those wishing to attend chapel or church will be encouraged to do so. Additionally, we will help those residents who prefer clergy to visit to make the necessary arrangements.

8. Form of Address.

You may choose how you wish to be addressed. Although first names are often used between residents and staff this should not be automatic even though this practice may be consistent with a family atmosphere.

9. Discrimination.

You should have no fear of discrimination on any grounds, and shall have the rights listed in this Charter.

10. Health Care.

Health care within the home is given as appropriate to your needs, under the guidance of your doctor or nurse to ensure that the correct care is given. This home care will be supplemented by appropriate visits from other health care professionals, who may give additional treatment within the home. The determining factors of care are your needs and the ability of this home to fulfil those needs. Where, after consultation with yourself and interested parties such as relatives, doctors, social workers, etc., the care necessary is beyond the scope of the home, every assistance will be given to transfer you as smoothly as possible to a place which can cater for the needs required.

11. Medicines.

Where you prefer to retain responsibility for medicines and we are satisfied that you are competent to do so, you will regulate the supply of your own medicines although we will give any help necessary. We operate a “monitored dosage” system for the control, supply and use of medicines and use it for those who are unable or unwilling to handle their own medication.

12. Choice of Doctor.

You will not be required to change doctors for the convenience of the home. However, it must be recognised that doctors work within a geographical area and a move into residential care may necessitate a change of doctor. Where this occurs you will be offered help in selecting a new local doctor.

13. Privacy in Medical and Nursing Care

Treatment from a doctor or nurse or other similar person will be given in private. You will be able to talk privately to your own doctor or nurse.

14. Community Facilities.

You are entitled to the same community facilities as anyone else in the locality. Services including doctors, health visitors and chiropodists are available and these practitioners will visit you in privacy within the home. You have access to Day Centres and other community facilities, and arrangements for this will be made through the local authority. Other services (hairdressers, optician, library, dentist, etc.) may be arranged although a charge equivalent to the cost of the service may be made. Other services which may be provided at the discretion of the Health Authority are Physiotherapy, occupational therapists and continence advisors.

15. Discussion of Care and Needs.

You have the right to discuss your care programme and needs in private with the owner and staff, and to request any changes to it. Such changes will be fully agreed with yourself and other interested parties before implementation.

16. Visitors.

Visitors will be welcome at all reasonable times, although it will be appreciated if meal-times were avoided and respect shown for residents' sleeping habits.

17. Legal Advice: Consulting a Solicitor.

Should you require legal advice you will be able to visit your own solicitor or to receive a visit from him/her. We will assist with the necessary arrangements if asked. However, such meetings are private and the home should not be involved.

18. Feel 'at home'.

Gwyddfôr is your "Home". We will agree to your reasonable requests in the use of the home and its facilities. In this respect you are allowed as much time in the privacy of your own room as you wish. Companionship will be encouraged but the important criteria must be the wishes and needs of all. When appropriate the garden is made available and suitable seating provided there.

19. Accommodation.

Bedrooms are single or double and are well equipped, warm and comfortable. Services in each bedroom include a hand basin with running hot and cold water, central heating capable of maintaining a warm room and adequate natural and artificial lighting. A call button is provided to summon assistance if required. Lounges or day rooms are available for everyone's use. You will be provided with a call system pendant, which, when activated will identify who is calling and where they are.

20. Personal Belongings.

You may bring a reasonable amount of personal belongings into the home including photographs and pictures to be hung where desired, ornaments and such furniture as may be agreed. Any belongings brought into the home will remain your property and for which we will keep a written record. The executors should make arrangements for the disposal of such property in the event of a resident's demise. We can provide a place of safety for your valuables and agree their insurance.

21. Telephones.

A telephone is available in your room.

22. Food.

You will be provided with nourishing, adequate and appetising food. Variety is important. Likes and dislikes will be taken into account and special dietary requirements will be catered for.

23. Recreational Facilities.

Recreational facilities are provided, but participation is optional and your choice will be respected.

24. Continuing Relationship.

We are willing to care for residents to the end of their lives provided the regulations allow.

25. Staff (including communications).

Although the number and type of staffing will depend on your needs, staffing levels are sufficient to meet such needs and be of a quality to cope with the wide variety of demands which may be placed upon them. Staff are recruited for their 'caring skills' and consideration will also be given to their ability to communicate in both Welsh and English to enable you to communicate in the language of your choice. On-going training to improve their job performance will be provided in the appropriate manner. Sensory loss communication needs are met through the use of:-

Induction loop sound systems

Tablet PC's

Interactive Whiteboard

In 2015 Gwyddfor won an award from the North Wales Social Services Improvement Collaborative for its innovation on the use of technology.

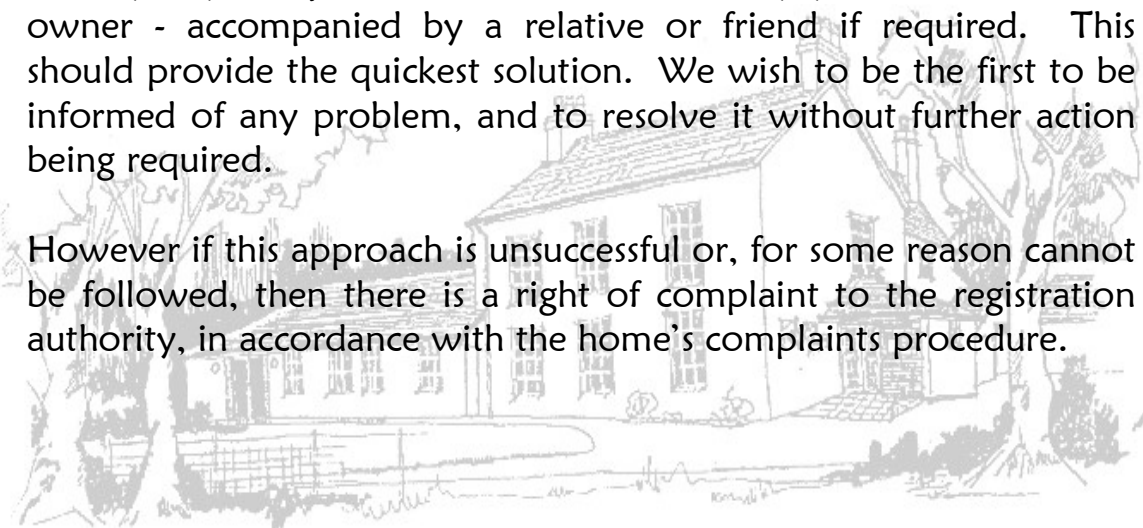
26. Choice of Residence.

A potential resident should, where possible, view several homes in the vicinity of their choice. If a person in need of care is unable to view initially, a friend or relative should do so on her/his behalf. The prospective resident will be given full details from the home regarding the room available, the sort of meals provided, services such as laundry and hairdressing, etc. provided, the weekly fees and any other conditions of residence. New residents will be encouraged to agree to a trial period of residence to ensure that the arrangements are suitable to both the resident and the home.

27. Complaints.

Initially any complaint should be discussed by you with the home owner - accompanied by a relative or friend if required. This should provide the quickest solution. We wish to be the first to be informed of any problem, and to resolve it without further action being required.

However if this approach is unsuccessful or, for some reason cannot be followed, then there is a right of complaint to the registration authority, in accordance with the home's complaints procedure.



COMPLAINTS

INTRODUCTION

This policy is written to comply with the Welsh Statutory Instrument 2006 No. 3251 (W.295) The Care Standards Act 2000 and the Children Act 1989 (Regulatory Reform and Complaints) (Wales) Regulations 2006 Made 5 December 2006 and into force 1 January 2007. All complainants will be given a copy of this procedure which is also duplicated in the Gwyddfor Policies and Procedures Manual. Staff training on this procedure is recorded in individual Induction and Development records.

PROCEDURE

If the resident has a complaint it should preferably be taken up initially with the Management, who will endeavour to resolve concerns as soon as reasonably practicable and in any event within 14 days. The Home is registered with the Care Standards Inspectorate for Wales, who are responsible for inspecting and regulating the Home under the provisions of the Care Standards Act 2000, and with the Isle of Anglesey County Council, who are the local authority responsible for placements. You may also refer your complaint to the Directors of Gwyddfor Residential Ltd

If the resident or their representative has complained to the Directors about their treatment or about any aspect of the running of the Home which is causing concern and either fails to receive adequate attention or is dissatisfied with the response from the Directors, then it is open to them to complain to :-

National Assembly for Wales, Care Standards & Social Services Inspectorate for Wales, CIW North Wales Region, Government Offices, Sam Mynach, Llandudno Junction LL31 9RZ tel 0300 0625609 www.csiw.wales.gov.uk

Director of Social Services, Ynys Mon / Isle of Anglesey County Council, County Offices, Llangefni LL77 7TW, telephone 01248 752700 www.ynysmon.gov.uk

Public Services Ombudsman for Wales (PSOW), 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ.

Website: www.ombudsman-wales.org.uk

Email: ask@ombudsman-wales.org.uk

The role of the PSOW is to:

- look into complaints that something has gone wrong with Welsh public services;
- look into complaints that Welsh councillors have breached their Code of Conduct; and
- work with public bodies to improve public services and standards of conduct within local government across Wales.

If the complaint is about the registered provider then they may also complain direct to the above Authorities at any time.

If they are dissatisfied at the response of the Local Authority, then the Local Ombudsman may be able to help.

The proprietor is a member of the
Care Forum for Wales

PO Box 2195 Care Aware Advocacy Service
Wrexham LL13 7WL Support
Telephone: 01978 315211 PO Box 8 Manchester
Facsimile: 01978 315221 M30 9NY
Email: enquiries@careaware.co.uk

enquiries@careforumwales.org

www.careaware.co.uk

Web: www.careforumwales.org/

and complainants may also contact the Associations at the above addresses.

Citizens Voice Wales

What we do

We're here to make sure your views and experiences are used by decision-makers to plan and deliver better health and social care services. And when things go wrong our independent and trained complaints advocates can support you to **make complaints**.

The strong voices of the people of Wales must be at the heart of an effective, joined up health and social care system for Wales.

<https://www.llaiswales.org/news-and-reports/news/new-body-will-be-voice-people-wales-their-health-and-social-care-0>

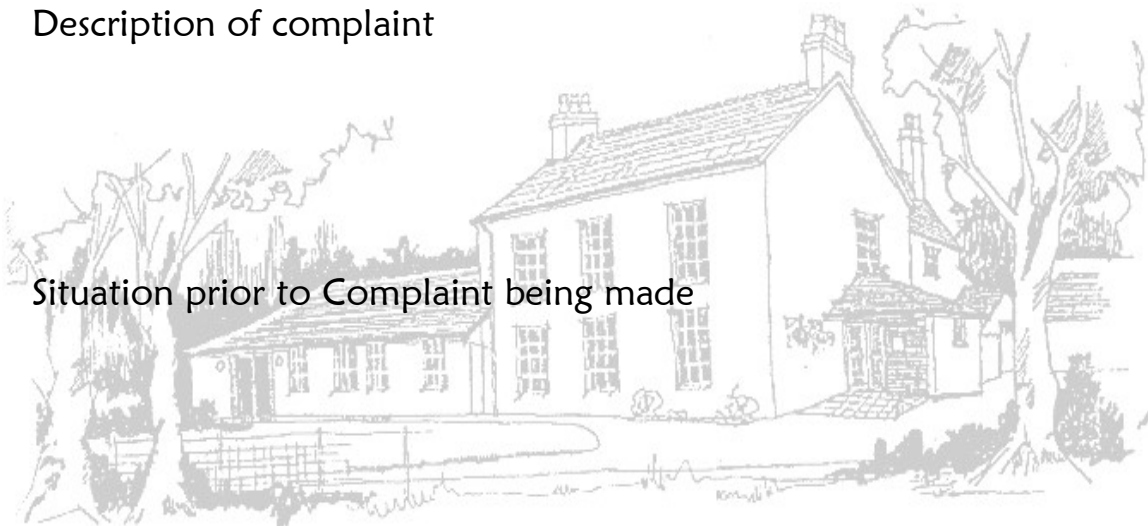
COMPLAINTS FORM

Time of Complaint
Date of Complaint
Complainant's Name
Address

Tel.No.

Description of complaint

Situation prior to Complaint being made



Any precipitating factors ?

Description of action taken at time of complaint

Names of staff or others who became involved

Description of action taken to resolve the situation by staff, clients or others involved

Description of which actions are necessary to prevent a recurrence

*I am happy that the problem has been handled adequately and resolved.

*I am not satisfied that the situation has been adequately handled and resolved

*I wish for the matter to be taken further and to involve those people listed below

Signature of Complainant
Date

Signature of staff in attendance
Date

Signature of person in charge
Date

* *delete as required*

TERMS AND CONDITIONS OF RESIDENCE

General

Upon payment of the agreed fee the resident shall have access to all facilities of the home and the use of sleeping accommodation. The facilities of the home shall include unrestricted use of communal rooms, provision of all meals, a laundry service and all necessary personal care. All rooms will be kept clean and will normally be kept heated as closely as possible to a temperature of 72°F in the day and 65°F at night.

The resident shall, from their own resources and/or personal allowance provide medical requisites (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items required of a luxury or personal nature.

The fee for accommodation will be stated in writing prior to admission. This fee is normally reviewed and notified in writing in April of each year. The fees and/or residents contribution can either be collected 4-weekly in arrears or by monthly standing order from the formula $\text{weekly fee} \div 7 \times 365 \div 12$.

If the resident leaves permanently two weeks' notice is requested. Unused advance payments will be refunded. If the resident is temporarily absent from the home, accommodation will be retained at full fee for the first three weeks, 80% fees for a further three weeks, when the agreement would normally terminate unless agreed otherwise.

The first four weeks of admission shall be regarded as a trial period for the benefit of the resident and the proprietor.

In the event of death, any fees outstanding for private residents will be charged to their estate, and any fees outstanding for residents on supplementary benefit will be recoverable from their next-of-kin, who must sign to this effect before the said person becomes a resident.

The proprietor may give notice to ask the resident to leave the home under the following circumstances (which is not intended to be an exhaustive list):

- Non-payment of fees
- If in the opinion of the Directors, they are unable to provide the degree of care and attention required by the resident
- Any circumstances or behaviour which the proprietor feels may be seriously detrimental to the Home or the welfare of other residents.

The proprietor undertakes to maintain a standard of care as required by the National Minimum Standards and any statutory enactment for the time being enforced. The Home is not registered with the District Health Authority as a Nursing Home and cannot provide nursing care.

The proprietor's home insurance policy covers loss or damage of resident's property through fire, lightning, storm, flood, theft, robbery, etc, to the sum of £500. It is recommended that the resident insures their personal effects (including cash securities and monies) as the proprietor does not accept responsibility for their loss or damage under any other circumstances.

This agreement shall continue in force until death, or by written notice given by either party two weeks before the date of termination. In the event of death the residents representative is expected to clear the room for re-letting within a reasonable period without charge.

Residents will be required, before taking up residence, to provide information to the proprietor on the state of their health, any treatment required, the name of their medical advisor, their next-of-kin or person to be contacted in the event of any emergency and such information as necessary for the home to provide a full plan of care. Such data remains confidential and available to the resident to inspect.

Residents are free to journey out alone with the relatives/representatives approval. The proprietor will not be responsible for the safety of residents outside the Care Home.

All electrical items brought by resident on admission or during occupation of the Home shall be first inspected as to their safety by the facilities manager before their use. Items of furniture may be brought in by the resident subject to inspection as to condition and defects liable to render the article unsafe or unfit, and a written record kept by the Home. Transportation, insurance and eventual removal of such items to be the resident's responsibility or that of their executors.

Regrettably, pets cannot normally be accommodated.

On the death of the resident the proprietor undertakes to use their best endeavours to contact the next-of-kin or the person previously nominated by the resident.

The proprietor undertakes to respect the individual cultural and/or religious beliefs of the resident and to provide reasonable facilities for the resident to continue to follow such beliefs.

Residents and Visitors' attention is drawn to the Home's non-smoking policy displayed.

General Care

The resident will be given help with bathing and any other routine personal care necessary for his/her comfort and well-being.

The proprietor undertakes to deal with the resident's medication in accordance with home's policy on medication.

The proprietor will keep a record of the resident's relevant information and care given, including doctor's visits, visits made by other health professionals, admission to hospital, visits to clinics, dentists, etc. Every effort will be made by the proprietor and staff to keep confidential any information entrusted to them.

The management undertake to enlist the support of the NHS as necessary to enable the resident to remain in the home in the event of long term, chronic or terminal illness, unless to do so would disrupt the normal routine of the Home, distress other residents or be contradictory to the recommendations of the primary community health team in the residents best interests.

Schedule of Goods and Services

Goods and Services	included	excluded	remarks
Professional chiropody		✓	normally NHS - no fee
Professional hairdressing		✓	arranged at cost
Opticians fees		✓	normally NHS - no fee
Dentists fees		✓	normally NHS - no fee
Professional physiotherapy		✓	normally NHS - no fee
Private prescriptions		✓	arranged at cost
Clothing		✓	we will launder and repair
Tights/stockings		✓	
Monthly group outing shopping	✓		Small contribution may be required to cover transport costs
Costly outings (day trips, weekends)		✓	
In-house activities	✓		keep fit/entertainment/crafts
Continence aids	✓	✓	NHS assessment for included
Towels/bedding	✓		
Dry cleaning		✓	will arrange at cost
Laundry	✓		in house
Toiletries	✓	✓	
Communal newspapers/magazines	✓		
Individual newspapers/magazines		✓	at cost, weekly charge
Luxury food and drink	✓		
Special diet	✓		
Personal Alcoholic drinks	✓	✓	Communal drinks free
Non-alcoholic drinks	✓		always available
Birthday cakes	✓		
Birthday/Christmas presents	✓		
Telephone calls		✓	All rooms equipped with private phone facility which can be activated for small monthly charge.
Transport to hospitals	✓	✓	client agent assistance req'd
Stamps and stationery		✓	will collect and post
Batteries		✓	hearing aid NHS - no fee
Special nursing aids	✓		by Health Authority
Occupational therapy	✓		in-house
Religious services/communion	✓		
Shop	✓		sundry small items at cost
Extra outings requested by client		✓	These can be arranged at cost via third parties such as RVS and Embrace Life Befriending

This home operates a bi-lingual policy, Welsh being the normal language of conversation. More than 50% of all staff will be Welsh-speaking.

ADMISSION PROCEDURE

Whilst practicalities may intervene, the following procedure for admission is that which, ideally, our Manager will follow in supporting you to move into your new Home.

Any person considering their future care needs should be given the option to consult with a social worker employed by the local authority, who can advise on assessment of needs, options, funding, choice and availability of homes. The decision and process of seeking care can be complex and difficult, and every person is entitled to the maximum support in making an informed choice at this critical time. Should a person not wish to involve Social Services, they will nevertheless be provided with copies of the relevant information pamphlets.

Once a person has decided that we may suit their needs, we prefer to meet at their home (or in hospital), with their representative if they wish. This will enable us to clarify what we can provide, and to assess if we are able to provide the level and type of care that the person needs and expects. Any dementia care needs may need to be discussed with the Community Psychiatric Nurse and/or other relevant health care professionals before admission.

We would then prefer that the potential resident visit us to see our facilities and to meet our other residents and our staff. At this time the key worker can provide more information on the home, the arrangements in place, what a person can choose to bring etc, and also gather some information on the client's lifestyle and preferences.

If we prove to be mutually suitable, we will arrange with the person, their social worker and friends/family/representative for them to take up residence for a trial period of one month, during which time all parties can assess and review progress. If the person decides to remain with us, permanent arrangements can be made with all relevant parties.

After the initial trial period, we will gather as much social and medical information as the client wishes to provide, enlisting the help of their social worker, family, friends, medical team, etc. in order to produce a meaningful care plan which is subject to periodic review and assessment.

POLICY STATEMENT ON HEALTHCARE

Clients retain all their rights and entitlements under the National Health Service. We positively encourage the retention of present General Practitioners, dentists, chiropodists, opticians etc. wherever this is possible, and will advise on alternatives only where so requested.

Clients have the right to privacy of consultation, and confidentiality of any medical information or records.

Clients are encouraged to self-medicate where possible, and a door lock and lockable drawer are provided to assist with the safety and privacy of medicines. Where the client so chooses or requires, we will take responsibility for the receipt, storage, administration and recording of medications, using a proprietary “monitored dosage” system to ensure accuracy

Care assistants will assist with simple nursing tasks under the direction of the appropriate health professional, but Gwyddfor is not a nursing home and does not employ medically trained or qualified staff. Care assistants may not give injections, for instance, and clients will be notified of the limitations in each individual circumstance.

Reviews will be held regularly to monitor clients’ care needs in good time to plan any changes necessary with the GP and district nurses, as appropriate to each individual situation.

A client’s General Practitioner will determine whether the level of care offered is adequate, and may recommend specialist nursing or hospital care if necessary.

Gwyddfor will provide terminal care, provided that this is the wish of the client or their representative and where the health professionals consider that the level of care offered is adequate and appropriate.

Health advice may be obtained from NHS Wales's website <http://www.wales.nhs.uk>

STAFFING ARRANGEMENTS

Gwyddfor is owned by Gwyddfor Residential Ltd and operated by the directors, Mrs Mary Williams and Mr Glyn Williams. In the absence of the directors, the deputy manager or a senior carer will assume charge of the home.

We employ a cook during the morning, who prepares and cooks the midday meal and prepares subsequent meals for that day. The staff will show you the menu for the day and take note of any alternatives that you may prefer, and also take your choice for the evening meal. Evening meals are cooked by the care staff, who serve all meals. Exact staffing levels will vary depending upon our occupancy level and needs of our clients, As a minimum we employ 3 care staff in the mornings and 3 care staff in the afternoon. together with a cook in the mornings. The manager/deputy manager is also on duty from 7am to 6pm. From 8pm to 8am we employ 2 night care assistants, with another staff member or the manager on call. At the present time all care staff are female. We have a number of casual care staff which we also employee in addition to the shifts above depending upon our occupancy level and needs of our clientele at the time.

The main duties of the care assistants are to provide help and assistance in accordance with your needs and preferences, to carry out domestic duties and to serve meals. Care staff also provide the majority of the in-house activities, supplemented by outside providers, such as keep-fit, aromatherapy, crafts, music etc. The main activities are displayed on the notice board in the hall. We welcome the input of friends, family and yourselves towards activities and outings.

Gwyddfor is fully committed to staff training and development, and you will become aware of the extent of training which takes place as part of everyday activities. The basis of staff training is the NVQ level 2 in Health and Social Care, which basically means that training comprises of instruction and observation in the workplace. You will be asked to contribute to this process by means of feedback and observation on training effectiveness. We will exceed the National Minimum Standards requirements of 50% care staff qualified to NVQ Level 2.

All staff will receive training in First Aid, Food Hygiene, Moving & Handling and dementia care (including managing challenging behaviour). All staff are instructed in Fire and Emergency Training on a regular basis, and all training is on-going permanently. Our facilities manager is also a keen gardener and can assist those who wish to pursue this hobby.

THE KEYWORKER SYSTEM

The aim of residential care is to ensure that you are able to live as independently as possible, making real choices in all aspects of your life and being able to take advantage of opportunities which, for whatever reason, are not readily available to you in your own home. To help us achieve this we need to know what your particular and individual requirements are. You will also need to know as much about Gwyddfor as possible so that you can make realistic decisions about what to take with you and so on.

The Terms and Conditions of Residence and this document should provide you with some general information about Gwyddfor. However, you will need more specific information about your home, your room the staff who work here etc. They in turn will need to start getting to know you and what your expectations are. We also appreciate that any time of change can be difficult and have found that opportunities to receive information and talk about any problems envisaged can go a long way to reassure prospective residents. We hope that you will have had the opportunity to talk to members of staff and other residents about what it is like to live here.

To help you during the initial settling in period and for the duration of your stay we are able to offer you the support of one particular member of staff. This person who we call a "key worker" is there to ensure that your needs are met. It is the Key Worker's job to find out what your needs are and to make sure that other members of staff are aware of them. For example, you may prefer to have supper in bed or to be brought a cup of tea at 7.00 a.m. whatever your choice, the key worker makes sure that your wishes are met. He or she will also note down what you expect out of living at Gwyddfor. You may wish for more opportunities for socialising or to maintain contact with your local Chapel or pub. Your key worker will try and work out with you, your family and other appropriate people how best to make this happen.

Your wishes and needs will be noted down in what is called a "care plan". This will be reviewed on a regular basis, (usually monthly) with yourself, the key worker, the person in charge of care at the home and anyone else you may wish to be present. In this way, we can monitor your wishes and needs, and be sensitive to any changes that may occur in your life.

We hope that you would wish to take advantage of this scheme and that you will have a positive and supportive relationship with your key worker. All the staff at Gwyddfor are here to help you, and will do all they can to ensure your stay is as comfortable and trouble-free as possible.

We also realise that because we are all different it is not always possible for us to get on with everybody. You may find after a while that you would prefer to change your key worker. Please feel free to discuss this with the person in charge of the home. The matter will be dealt with in confidence and we will do all that we can to provide you with the key worker of your choice.

CODE OF CONDUCT FOR CARERS

All our carers receive a copy of the CODE OF PROFESSIONAL PRACTICE *for Social Care* issued by the Care Council for Wales. Please ask a member of the management team if you would like to see a copy of this.

In addition to the above code, we expect all our staff to abide by the following code of conduct.

Carers must conduct themselves in a responsible manner, and abide by the terms and conditions of their employment with us.

Carers should always act in such a way as to promote and safeguard the well-being and interests of clients. They should avoid any act which might bring themselves, the establishment, or independent providers generally, into disrepute or diminish the confidence of the public.

More particularly the Carer must act with honesty, integrity and a respect for the clients' property and residence.

Carers must safeguard the privacy of our clients. No confidential information should be disclosed to any unauthorised person without the consent of the client or a person entitled to act on the clients behalf, except where it is necessary in order to comply with the law, or in the interests of the well-being of the client or others.

Carers must respect the dignity and value of each person for whom they are providing care. The client's right to self-determination, in so far as their mental state allows them to exercise choice responsibly, must be upheld.

Carers must not discriminate against a client on the grounds of race, nationality, language, religion or beliefs, age, sex, sexual orientation, or social standing, or between clients who finance their own care and those who do not

Carers must take account of the customs, values and spiritual beliefs of our clients and treat these with respect.

Carers, whilst recognising the close ties which can develop between client and carer, should preserve the professional nature of the relationship.

Carers, whilst working within a team, should also act professionally towards colleagues and towards other health & social care professionals from other agencies.

Where they feel that another carer is acting in such a way as to threaten the physical or emotional well-being of a client, they should discuss the issue with their manager.

Carers must not under any circumstances, act as signatories to the wills or similar legal documents of clients, nor will they accept gifts of any kind except through and with the expressed authority of the manager.

ACTIVITIES

We consider that the availability of activities for entertainment and stimulation is a vital part of our care philosophy. Our policy is to maintain a person's mental and physical mobility by the provision of trained staff, resources, assessment and appropriate aids to achieve assisted independence. Participation in any organised or informal activity is optional at your discretion. Our programme of activities is wide and varied, and most of the organised events are entered in advance on the activities board in the hall. Many of the activities arise from residents' meetings (informal or casual) and we always welcome suggestions and ideas. Please let us know if you have any particular talents or interests which we could help you to pursue. We are fortunate in having the active support of families (of residents past and present) and of the many friends who contribute to the activities here. Our many visitors provide valued company for us all and strengthen our ties with the local community.

The range of activities which take place can be loosely grouped as:-

Organised on a regular basis

Keep-fit, aromatherapy, relaxation, hairdresser, crafts & hobbies sessions, communion services, mobile library

Outings and Events

Visits to friends, clubs, whist drives, religious services, concerts, school plays, local markets, shopping, garden centres, raffles, Xmas Fair, Summer Fair, barbecues, trips to the sea-side and local beauty spots etc. Regular events also include outside entertainers, slide shows, talks, small theatre groups and adult & children's' choirs.

Every birthday is celebrated with a small family party. We celebrate seasonal events such as Easter, Halloween, Bonfire Night, Xmas, New Year etc. with a special party and dressing for the occasion.

Everyday activities shopping, gardening, pets, domestic duties (we always welcome a hand!), sewing, flower arranging, DIY, reminiscence sessions, sing-along, crafts etc.

Many informal activities take place with staff as and when required, such as skittles, ball games, quizzes, beetle drives, cards, bingo, memory trays, whist drives, dancing, music, video quizzes, photo library, crafts etc.

Staff are encouraged to take time just to sit and talk, and the various quiet areas facilitate this. We aim to provide the necessary aids to enable all to participate; such as large-print cards, adapted tools, large print books, mobility aids, hearing-aid loop system, talking books etc. We also make extensive use of our 52 inch interactive computer and tablet pc's to play both individual and group activities. WiFi is available throughout the home and you are encouraged to bring your own computer equipment with you. We will help you connect up to the Internet and social networking sites.

POLICY ON VISITORS

Family and friends of clients are encouraged to visit and maintain contact by letter or telephone when visits are not possible. Staff may need to offer support to residents in responding in some circumstances. Visitors will be made welcome at all reasonable times, although they may need to allow staff to know when they arrive and leave on health and safety grounds. They should also let the person in charge know if the visit has been in any way upsetting or distressful to the resident.

A resident has the right to refuse to see a visitor and the person in charge must respect this right, accepting the responsibility if necessary of informing the visitor of the resident's wishes as discreetly as possible. In rare cases the proprietor may have reason to believe that it may be contrary to the resident's best interests to see a particular person. If the proprietor decides to exclude a person from the home then a record must be made of the occurrence, explaining the reasons to the satisfaction of the registration authority. Our policy is to provide care in a setting which is as normal and homelike as possible. There are no rigid visiting hours, therefore we operate an open visiting policy to enable visitors to spread their visits throughout the day. This enables people who work to visit later, also giving consideration to older people who visit and who may not wish to travel home in the dark. We encourage carers to build a relationship with families and friends to provide the best possible care and enabling clients to live as full a life as possible within the home.

WELCOMING VISITORS

Many visitors travel long distances to visit Gwyddfor and others come direct from work. We try to offer visitors refreshment when they visit to make everyone feel welcome. Clients are informed and encouraged to offer all visitors refreshment if staff are busy or if the resident prefers to do so themselves. Our policy includes inviting visitors to join clients for a meal either in the privacy of the resident's room or in any of the dining rooms. This is also a welcoming gesture and encourages visitors who have to travel to stay longer and to visit more often.

PRIVACY DURING VISITS

Staff are encouraged to make visitors aware that clients can receive visitors in the privacy of their own rooms or other quiet areas, and offer assistance if necessary to go to and from rooms. Visitors are also encouraged to take clients out on short trips. All visits do not have to take place within the home. An annual buffet lunch is given to all clients' families and friends, followed by entertainment. Our activities programme board is prominently displayed in the hallway to enable visitors to participate and possibly to contribute to social activities.

POLICY ON ACCESS

All residents have entered the home voluntarily and have retained their full rights of citizenship, including the right to come and go as they please and to receive visitors whenever they wish during all reasonable hours.

We ask that visitors announce themselves by using the door bell and sign the visitors' book for health and safety reasons. All doors are operable from the inside (via a keypad at certain times) All external doors will be locked to the outside during the hours of darkness. We do request that residents notify staff when they are going out, and any arrangements or requirements on their return. Windows generally will be closed during the hours of darkness, unless a resident requires that it be kept open in their own room. The form of the windows is such that they are still secure against entry even when open in the ventilation position. A member of staff is available at all times to respond to the door bell, which sounds throughout the building via the nurse call system.

All workmen and tradespeople must report directly to the office for Instructions before allowed entry. All contractors, official visitors and service undertakings (elec, phone, water) will be asked to produce their identity card before being allowed access. Members of staff have the right to request the identity of callers if they are not known to them.

Where a visitor is not known to staff, enquiries will be made to ensure that the resident wishes to receive that person before allowing access. In the event of rowdy or loud visitors being asked to leave, the registered manager must be notified and details recorded to agree arrangements to prevent a recurrence.

MOVING AND HANDLING - A guide for residents

Current Health and Safety legislation places a duty on employers to safeguard employees from injury at work. In a care home setting this is particularly relevant to avoiding risk of back injuries arising from handling both inanimate objects and persons.

It is our duty firstly to ensure that all staff are trained in moving and handling before they commence their employment, and this is achieved during the induction process of staff members.

Our main obligation as far as it concerns yourself is to make a risk assessment of each resident based on your capabilities and needs. This assessment will be carried out (and reviewed periodically) using a standard assessment form which you will be shown. Any measures which need to be taken to safeguard yourself and the staff will be explained and agreed with you. The prime purpose is to reduce, as far as possible, the risk of injury, both to staff members and to yourself.

The broad principle of risk assessment is firstly to avoid moving and handling wherever possible. Where this is not feasible then we must use techniques and/or aids to carry out the operation in a safe manner. If this applies to you then the safeguards in place will be fully explained to you. This could include the use of mobility aids such as walking frames, bathroom and toilet mobility aids, bath seat hoist or portable lifting hoist with sling. Staff members are trained to explain the process as it is carried out, but if you are concerned or worried about any handling activities, then please discuss your concerns with the management or your key worker.

RIGHTS AND RISKS POLICY

We recognise that all individuals, no matter how disadvantaged or disabled should have the greatest possible control over their lives. They should be able to live as independently as possible and make informed decisions about their own lifestyles, including taking risks if they choose to. We appreciate that clients have the right to express their wishes and priorities and to be personally involved when plans are made for their care. Our team will make every effort to enable you to express your wishes in a way that is appropriate. We will always respect clients and their human and civil rights. We also appreciate that you have a right to expect that your contact with, or any information you give to, the statutory agencies will be treated confidentially at all times. In any intervention to reduce risk or respond to immediate danger our staff will take every care to ensure the least possible disruption.

Gwyddfor Residential Ltd recognises the statutory obligations under the provisions of the Care Homes Wales regulations 2002 of registrants to inform residents of the procedure for making complaints.

CLIENTS' RIGHTS - Clients have the following rights:

To live in a home-like atmosphere without fear and free from abuse from their carers or fellow clients.

To be treated with respect, their dignity preserved, with private space only entered by others with explicit permission and with a reasonable share of public space for their use.

to have access to appropriate resources to use their leisure time as they wish, to maintain established pursuits and to be introduced to new activities.

To move freely in the home without fear of violence or harassment.

To engage in sexual activities and relationships which are wanted and understood without being exposed to exploitation or sexual violence.

To be empowered through appropriate advice and counselling on social and sexual matters to make choices about their lives their sexuality and sexual options.

To have their money, goods and possessions treated-with respect.

To be given appropriate information about keeping themselves safe and exercising these rights, including access to medical, paramedical and nursing attention and advice.

To be accorded the same respect and support as any other adult, regardless of age, gender, sexual orientation or ethnic background when making a complaint or seeking help as a consequence of abuse.

To be provided with an advocate.

To receive, if they have been abused, support, advice, counselling, therapy, treatment and where possible redress, in accordance with their needs, regardless of whether their case was taken to court or led to disciplinary action against a specific individual.

STAFF RIGHTS - Care home staff have rights, as follows:

To make sure they are being adequately trained to observe warning signs linked to changing behaviours and are familiar with the use of non-physical strategies to diffuse various situations.

To be given information, training and support to help them in exercising their responsibilities in respect of abuse.

Any member of staff reporting concern about abuse should be protected from dismissal or any other adverse consequences providing the allegation is not malicious.

RELATIVES' RIGHTS - Relatives or clients have rights, as follows:

To raise concerns whether informally or formally about any aspect of care and know it will be treated in confidence and taken seriously.

To bring a complaint under the relevant complaints procedures on behalf of their relative.

To bring a civil action against either the agency concerned if negligence is implied or against an individual whom they believe to be guilty of abuse.

In so far as it is possible, to be informed and consulted about the progress of any enquiry into abuse involving the person they are caring for.

If they consider that inappropriate action was taken as a result of complaints of maltreatment, to alert the relevant Inspectorate.

RESPONSIBILITIES OF MANAGEMENT AND STAFF

Our managers, directors or persons in charge have a responsibility to ensure that their staff have detailed knowledge of and are familiar with the client to ensure that any situation is correctly interpreted

- Care staff have a duty to report concerns about abuse in the interests of protecting people within the home or in the community at large.
- Where the investigating agency takes a decision on behalf of an individual who is not able to come to such a decision personally, the agency workers should at all times be mindful of the person's safety and future support.
- Where allegations are made against a member of staff, they should always be investigated. The individual should be presumed innocent, irrespective of the action it may be necessary to take (eg suspension) while accusations are investigated.

CONFIDENTIALITY

It is Gwyddfors policy that all information which it is necessary to obtain about a resident be securely stored and only made available to those who need to know it. All staff, support workers and volunteers are required to sign our confidentiality policy statement to ensure that this is known and understood. Staff are instructed that where a confidence is given on a matter which could adversely affect a resident's welfare, health or security, then they must inform the resident that they are required to notify the management, in the resident's best interests.

POLICY ON RESTRAINT

Clients at Gwyddfor retain their full rights of citizenship, including the right of choice in the day-to-day conduct of their life. Clients have the right to come and go as they please, to receive visitors when it is convenient and the right to privacy and dignity.

Staff have no right to restrict these civil liberties, but there are occasions when it is necessary to exercise restraint in the following circumstances:-

- Protect the client from injury or self-harm
- Protect other clients from injury or harm
- Protect staff from injury or harm

On such occasions the least possible force necessary to ensure the safety of all concerned will be used for the shortest possible period of time.

It is never acceptable to use aids, harness, straps, belts, cot sides, furniture etc. as a restraint. It is never acceptable to use medication as a means of restraint.

Restraint must only be used to avoid an actual incident, and not as an on-going measure. Any restraint must be used in a sensitive and discreet manner. The most acceptable form of restraint is persuasion. Clients have the right to refuse food, medication and help by staff.

It sometimes causes concern that clients can leave the premises at any time, as all doors are operable from the inside at all times. We have no right to detain clients against their will, and staff must be vigilant where a client may be at a high level of risk. See also section on MENTAL CAPACITY ACT 2005 & DEPRIVATION OF LIBERTY SAFEGUARDS 2008.

MENTAL CAPACITY ACT 2005 & DEPRIVATION OF LIBERTY SAFEGUARDS 2008

The Human Rights convention says that every person has the right to liberty. Liberty means being free to do the things you want to do and live where you want to live. Deprivation of liberty means to take someone's freedom away.

Why should I know about this?

A few years ago, someone with a learning disability was taken to a mental health hospital because of the way he was behaving.

His carers said he should come home but the hospital said he should stay. He wasn't made to stay under the Mental Health Act but was kept in hospital because staff believed it was in his best interests. He could not talk but he was clearly unhappy, so this went to court. This case was called the Bournemouth case.

Because of this case, new rules were made to protect people who may need to be deprived of their liberty in hospitals or in care homes in their best interests. The new rules have been put into the Mental Capacity Act 2005. They are called the Deprivation of Liberty Safeguards. Safeguards are rules to keep you safe.

If your liberty is taken away, the safeguards make sure that that is the right thing to do for you. They also make sure that your liberty is not taken away for longer than is needed.

How do you know if someone's liberty is being taken away?

There are many ways that someone's liberty can be taken away in a hospital or care home. Some of the things we look out for:

Are staff making all the decisions for someone?

Is someone being made to stay somewhere and not allowed to leave?

Can carers take someone home?

Are carers not being allowed to take someone home?

Is someone not allowed to see friends or family when they want?

But every person's case is different.

When is it ok to deprive someone of their liberty?

The law says that it is only ok for 3 reasons.

It is in someone's best interests. This means depriving you of your liberty is the best thing to do for you.

To stop you getting hurt.

It is the best thing to do to stop things from getting bad.

When can a hospital or care home deprive someone of their liberty?

This is so serious that the law says that every effort must be made not to do it. This means that they should only take someone's liberty away if it is the only way they can help them. The law also says that because that person cannot make their own decisions and cannot give their permission, they have to ask permission from someone else.

Who can give permission?

Only Primary Care Trusts or PCTs, local councils and local health boards can give permission. In Wales, Welsh ministers can also give permission. This permission is called authorisation.

When will authorisation be given?

First, the hospital or care home must make sure that the person lacks capacity and cannot give their permission. They must also make sure that the person has a mental disorder. Mental disorders include a learning disability. It does not include mental health problems because of alcohol or drugs.

Health and social care services must do everything they can before deciding that this is the best thing to do. Deprivation of liberty is the very last thing they should think about doing.

ADVOCACY - Someone to speak on my behalf

An **advocate** is someone who supports you to communicate your needs, helps to explore options and gets things done for you.

What does an advocate do?

- makes sure you are heard and answered to
- empowers you
- promotes positive images
- works to make things happen and change
- supports you to make choices and to take more control
- works for equal rights and inclusion.

What an advocate doesn't do

- give advice
- take control away from you
- act as referee in arguments or disputes
- take on the role of a social worker
- make up for gaps in services that should be provided.

How do I get an advocate?

Contact one of the independent advocacy providers below:

Mental Health Advocacy Scheme (Bangor)

Provides an independent advocacy service for people with Mental Health difficulties in Gwynedd and Anglesey, by providing information, representation or support.

www.advocacyscheme.co.uk

Phone: 01248 670450

North Wales Advice and Advocacy Association

Promotes and provides advice and advocacy for people facing disadvantage through disability, illness, age or social exclusion, who live, in north Wales in particular.

Phone: 01248 670852



SAFEGUARDING

The Wales Safeguarding Procedures can be found at <https://safeguarding.wales/en/>

The North Wales Safeguarding Board can be found at <https://www.northwalessafeguardingboard.wales/>

Any service user or family/representative with any concerns should approach the management.

CONCERNED ABOUT AN ADULT?

If you know of an adult who is at risk of abuse or is being abused, it is very important that you let the council or the police know.

If the individual is in direct danger, call the Police immediately on 999. If not, telephone Social Services as soon as possible to share your concerns.

Anglesey

01248 750057

01248 353551 (Out of hours)



CIW Inspection Report

Our latest Inspection report and Annual Return are published on the Care Inspectorate Wales Website at

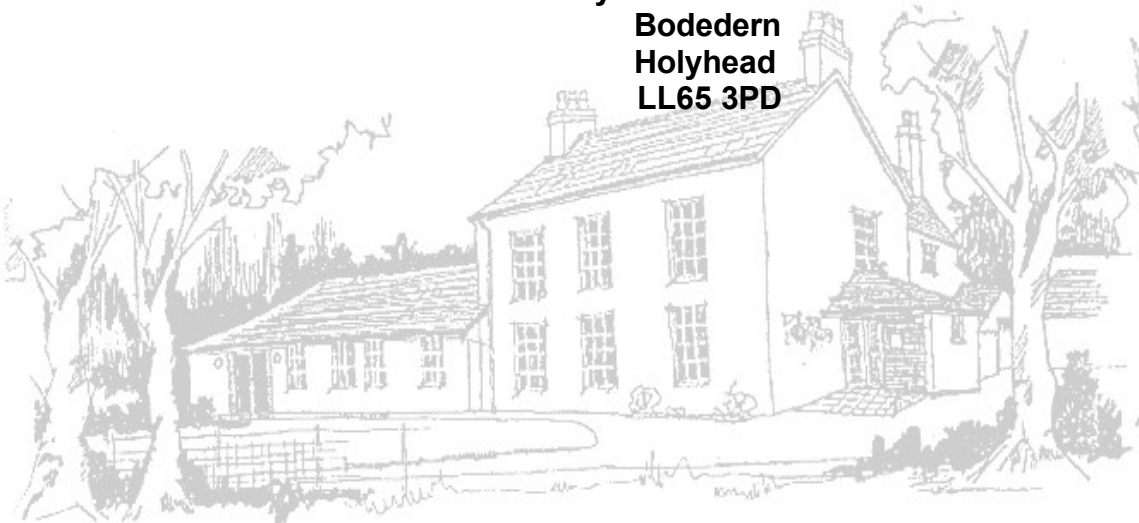
https://www.careinspectorate.wales/service-directory?search_api_fulltext=GWYDDFOR+RESIDENTIAL+LTD



Inspection Report on

Gwyddfor Residential

**Gwyddfor 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.

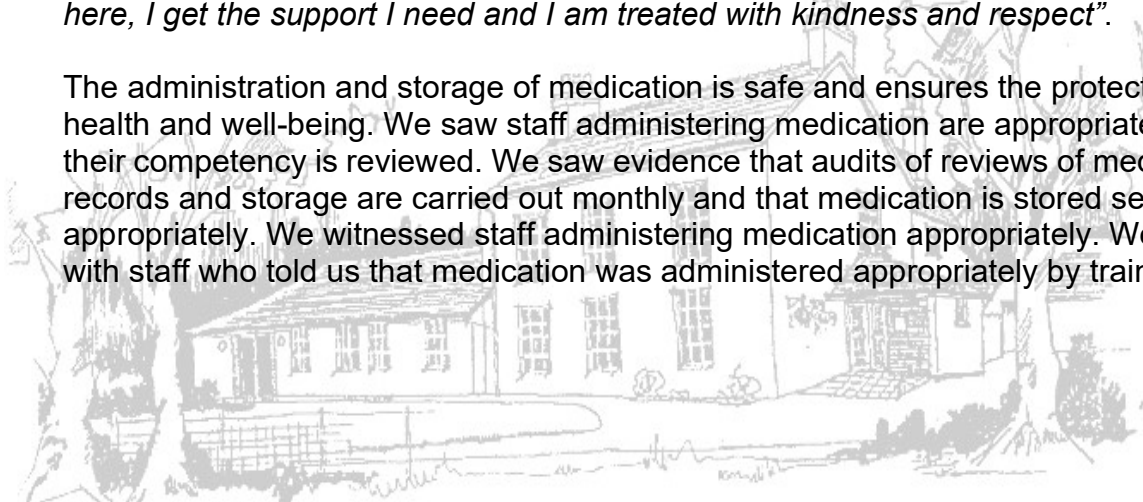


Care and Support

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.

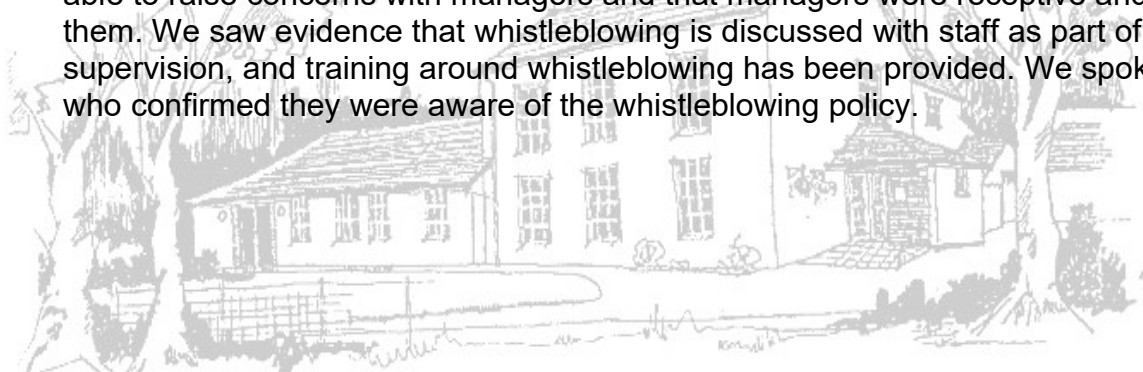


Leadership and Management

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	
------	--

Areas where improvement is required

None	
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CIW Registration



Care Inspectorate Wales

Regulation and Inspection of Social Care (Wales) Act 2016

Notice of Decision under s.20(2)

To: Gwyddfor Residential Ltd

Company No: 07150345

Of: GWYDDFOR CARE HOME, BODEDERN, HOLYHEAD, LL65 3PD

Decision:

We have decided to grant your application to register Gwyddfor Residential, GWYDDFOR CARE HOME, BODEDERN, HOLYHEAD, LL65 3PD as a Care Home Service.

Legal grounds:

Section 20(1)(a) of the Regulation and Inspection of Social Care (Wales) Act 2016.

Conditions of Registration:

- 1 - Gwyddfor Residential Ltd is registered to provide a Care Home Service at Gwyddfor Residential GWYDDFOR CARE HOME, BODEDERN, HOLYHEAD LL65 3PD
- 2 - A maximum of 28 individuals can be accommodated at this service
- 3 - The responsible individual for this service is Glyn Thomas Williams

This Decision takes effect:

On the date of this Notice.

Signed Deiniol Williams

Registration Team, Care Inspectorate Wales, Government Offices, Sarn Mynach, Llandudno Junction, Conwy, LL31 9RZ, telephone no: 0300 790 0126.

Dated 10/09/2018

Quality Assurance Report – November 2023



Date of Report 01/11/2023

Service Name Gwyddfor Residential

Responsible Individual Glyn Williams

Feedback forms used

Staff	20
Authority/Professional Person	4
Visitor	7
Service User	9

Comments from feedback forms (all available for inspection in the QA file)

Local Authority/Professional Person forms

District Nurse: "I find the staff knowledgeable about their residents and collate to external agencies. This is due to excellent leadership, a friendly, honest and open team approach"

Community Nurse: "Nice and relaxed for residents. Very home from home feel"

CPN: "Lovely atmosphere. All clients seem relaxed and happy in their environment"

Community Nurse: I have no concerns. The staff are very professional, caring, address any concerns they have and we have brilliant communication"

Visitor feedback forms

"Dad is very happy and settled, and looking immaculate. Thank you all for your excellent care."

"Love visiting on behalf of Forget Me Not"

"So wonderful to be able to share our music with you on a monthly basis"

"Always greeted in a friendly manner"

Service User feedback forms

"**** says he enjoys being here and enjoys the company of the carers"

"***** enjoys being in the home every Saturday and Sunday" (Day Care Client)

"Enjoy living at the home and am very happy. Thank you for everything."

"Would like to get out more"

"Not always letting me know what event is happening"

Staff feedback forms

"nice atmosphere, always tidy"

"happy and friendly atmosphere"

"All career development discussed at my last appraisal" "I feel I can approach management at any time"

"any issues dealt with in a timely manner"

"A warm, friendly atmosphere in the home" "Management and Directors always available when advice or guidance is needed and approachable"

"residents care and appearance are always good, well cared for", " Management always professional"

"the residents always say they are happy and receive good care"

"The atmosphere of the home comes across to me as a warm and relaxed place to live and work. Much effort by the staff and management goes into providing for the needs of the residents allowing them to live in a comfortable and caring environment. I speak to residents often and always hear of good things about their needs being met, I see staff providing for the needs of the residents in a caring thoughtful manner. The management put much effort into the development of staff development, both in-house and external training"

Date of latest CIW Inspection 19/03/2021

CIW Outstanding Matters None

Number of Staff Meetings/inc management/issues outstanding See latest management meeting minutes

Number of Residents meetings/issues outstanding	None
Suggestions book/issues outstanding	None
Maintenance book/issues outstanding	See Facilities managers report
Care plans checked/issues	The RI has direct access to the online care plan management database. A number of personal plans and transfer of care forms were inspected. No issues.
Employment records/issues	None. Full non-Covid DBS checks are now being completed.
Training records/issues	A new online training provider has been sourced during this reporting period. CareTutor.org offering 70+ care courses. Staff are making extensive use of the 100 licences purchased.
Cleaning records/issues	A new domestic team leader has been appointed during this reporting period. Regular updates are provided to the RI and management team.
Service User/RI interactions since last report (Reg 73 visits)	The RI is in attendance daily, evidenced on staff rota. Service user/families interactions mainly associated with financial matters. The RI helped 3 service users with their transition from self-funding to LA sponsorship. Staff interactions daily.
Complaints/issues outstanding	No formal complaints outstanding. The RI was involved in an informal complaint (Service User did not want to make formal). about food being delivered cold. Staff reminded about prompt delivery of food once dished out.
Local Authority Quality Monitoring Issues	None

QA Aims Met in this report subreport

Aim	Standard	Remarks
To respect the right for privacy and dignity	Fully	
To maintain a person's self-	Full	
To foster independence	Fully	
To maintain choice and control	Fully	

To recognise diversity and individuality	Fully	
To allow the expression of beliefs	Fully	
To keep service users safe and feel safe	Fully	
To allow responsible risk-taking	Partially	Upgrade and Replacement of double glazed windows/doors imposed a short term (1 week) restriction to certain areas of the building for Health and Safety reasons.
To allow service users to be who they are	Fully	
To preserve the right to work, develop, participate and contribute	Fully	
Sustaining relationships with relatives and friends	Fully	Currently no restrictions on visits.
To provide opportunities for leisure activities	Fully	
To provide necessary care	Fully	
To provide a high standard of care	Partially	This reporting period had challenges associated with recruitment of experienced carers. The management and crew teams are always striving to improve the standards of care.
to keep our care provision open to scrutiny	Fully	
to preserve the continuity of care	Fully	
to help with taking medication	Fully	2 additional staff completed the RCN accredited medication training course, including the facilities manager.

Summary/Implementation

Summary and Implementation

Staff annual appraisal and development reports identified shortfalls in some areas of care training, including Parkinson's disease and Dysphagia. These courses have been made available via BVS Caretutor. Staff uptake has been good.

The RI was involved in one informal complaint about food being served cold. This was resolved to the satisfaction of the service user. The customer survey form was inspected in this reporting period, which showed a "150%" comment under the category of serve food properly.

Staff moral appears to be high. The Real Living Wage was announced on the 24th October. It has been agreed to implement new pay rates and differentials with effect from 23rd November.

Facilities Managers Maintenance Report May 23 – Oct 23. 23 Oct

It has, as always, been a busy reporting period and while not all tasks planned for the good weather have been completed a good bit of work has been done in regard to the normal running of the home. The tasks planned for the better weather, mainly external decoration and garden work, will now be done in the spring, this delay does not present any issues to the fabric of the building. However, it is planned that some minor repairs of the outside path is undertaken whatever the weather conditions.

At the start of the reporting period our kitchen extraction system was re-designed and brought up to date. This installation came at a significant cost but we felt it was important to get the job done correctly to ensure that it conforms to regulations and performs sufficiently.

The lift has undergone an above normal amount of servicing over the last few months, I believe this was mainly due to visiting engineers fixing a problem and not the source of the issue, however after a Lift Technicians visit this has since improved the reliability of the lift. Working with our service provider the lift, thankfully, has remained in operation throughout and has only been out of order for short periods of no more than an hour. The service contract that we have in place ensures we continue to get a high level service, again this requirement comes at a price that is required to ensure access for all is impacted minimally in the event of a breakdown. Outside of this if the lift is ever out of operation we have the use of a powered chair in which the residents are able to move up and down easily when required, aside from training the chair has not been required.

The continuing task of decoration throughout the home has also been underway, mainly residential rooms and some of the public areas have been done. Part of the bar floor has been replaced due to some damage, it had been scratched by something unknown and was in need of replacing.

The LOLER examinations, fire protection systems and boiler servicing etc continue, at all points in time everything that is required is done in good time. New regulations coming in at the start of the reporting period has impacted slightly on the way our routine fire door examinations are carried out, this now needs to be a more documented procedure which is currently under evolution.

Waste management providers have been reviewed recently, while most of our current providers have provided a good service, we felt that some were continually raising their prices to an unduly high level, we are due to change our general waste/recycling management next month, to a once again more local company.

Broadband and Telephone Provision. With the upcoming, sometime in 2024/2025, changes by Telecoms providers, we are having to think about implementing a change to our system beforehand, however the rural location of Gwyddfor is not currently afforded local fibre access so our options remain limited for the time being. The current broadband and phone system remains both efficient and is only occasionally let down by external breakdowns which a new system would still be prone to in the same manner.

Training. The facilities manager remains responsible for fire training and part of the initial training of new staff. There have been several courses run throughout the summer where staff have been trained on fire awareness, Fire Marshall qualification and in the use of fire extinguishers on live fire scenarios, again the costs involved using live fire extinguishers for practice are outweighed by the benefits of such training giving the users some confidence in their use should the need arise. Along with this training staff are also required to attend training on the evacuation chairs, this year emphasis remained with the use of the manual evac chair, used for emergency egress from the first floor, but also more use of the powered chair by staff that have received prior training on this model, allowing them to have confidence in its routine use should the need arise.

Personal development continues to be a requirement for this roll, several training opportunities have been undertaken, a Fire Door Regulations Seminar was attended, a medications course was completed. Further training through an OFTEC recognised course is upcoming next month, as is a Fire Risk Assessors refresher course.

In summary. The Facilities Management continues to press on with the work load carrying out most of the

maintenance in house, there is a recognition that some of this maintenance might be better being outsourced, such as decoration and some repairs, while this sounds good in an ideal world the reality is that trying to get work done by external agencies is often difficult and costly and much time is wasted in the process of specifying tasks and costs only to be let down by outside contractors who fail to provide an adequate service. Obviously, some tasks cannot be performed in house and we invariably have to wait a long period of time for things to get done, this is usually related to flooring and electrical repairs.

Report by
Steve Heath, Facilities Manger

