

# Gwyddfor Domiciliary Care

## Bodedern



## Information Pack

*Reviewed May 2024*

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

*Quality Assurance report May 2024 added*



## MISSION STATEMENT

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

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

We hope that the information in the following pages will be of use and guidance, introducing you to a new concept in home care.

One in which we will endeavour to tailor a care package to cater for the needs of individuals requiring specialist care, to enable them to remain in their own homes for as long as they so desire.

We very much want you to think of our carers as your close friends and personal assistants, providing help and support to you in your home. Our carers will aim to make you feel comfortable and cared for, and provide the facilities and support to enable you to lead your life to the full. Our ethos is to provide help and support with your everyday tasks in order for you to maintain your independence for as long as possible. Our domiciliary care branch is closely related to our residential home and as such the entertainment provided at Gwyddfor is available, we can arrange transport for you to attend our outings and functions subject to capacity. See our website for details of forthcoming events. Our residential and domiciliary branches are a combined care/entertainment package.

Our fee structure is detailed further in this document, it is based upon our hourly rate and the required number of hours agreed in the care plan. The Local Authority may agree to pay for some of service provision.

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 facility, and on the care provided.

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## **INTRODUCTION TO GWYDDFOR RESIDENTIAL Ltd**

Gwyddfor is the Residential Home which runs alongside our Homecare Service, it 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. Our Domiciliary branch covers the surrounding local villages and towns including Valley, Bryngwran, Bodedern and Holyhead and is run from the residential home.

Our objective is to provide carers that will help you maintain a secure, clean, comfortable, home. Our carers will strive to meet the individual needs of each service user in their own home, helping them 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 service user 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 service users.

Gwyddfor Domiciliary 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 service users' needs day or night. All staff are trained to be courteous and supportive towards service users and to offer assistance in a sympathetic and tactful manner. The majority of staff are Welsh-speaking.

Mrs Mary Williams has been working in the care sector since 1982 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. At least 50% of our staff are trained to level 2 in a recognised Care Council for Wales qualification at all times.

## **RANGE AND LEVEL OF CARE SERVICES PROVIDED**

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. The term 'service user' is used throughout this information pack as a shorthand...to describe people who receive our care services.

We can tailor a care package to meet the needs of both younger and older adults, with or without learning or physical disabilities, mental health and dementia. Other specialist care areas may be considered subject to staff training/experience and CIW registration. We will not agree to provide care unless we consider that our staff are suitably trained in the specialist care needs of the service user.

Help with minor ailments and day-to-day medication will be provided if required under the guidance your own doctor. 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 Service and regret that we are not qualified or equipped for looking after long-term nursing care of the chronically sick or disabled. Where the service user or representative so wishes, and where it is in the service users best interests to do so, we are prepared to provide care until death where this is feasible without specialised nursing care.

We would also assure service users that they do not prejudice their statutory right to the full facilities of the community health care services. We operate a trial period of Home Care of four weeks (with two weeks' notice either way) in order that potential service users can assure themselves that our carers meet with their requirements without making any long-term commitments.

We provide long or short-term home care, a night care sleep in service can also be provided if you have a spare room for them to sleep. 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 service users' privacy, dignity, choice, and opportunity for fulfilment.



**RECORDS** - We are by law required to maintain records of service users 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) A copy of the completed care plan will be made available in your home. We are registered with the Information Commissioner under the Data Protection Act and a copy of our 'notification' is available for inspection in our office. Our carers will also keep timesheets in order to record the times spent with you.

**PERSONAL CARE** - Where no nursing procedures or attention is required as part of the overall care plan, we will provide help getting you in/out of bed, dress and undress, eating your meals, personal cleanliness, using the toilet, routine hair care.

**MEDICATION** - If you wish and are able to administer your own medication then you are encouraged to do so. If you wish us to help you administer medications, then we shall be pleased to do so. We cannot administer drugs by injection.

**HEALTH CARE** - You are fully entitled to all the community health services. Our carers will help you 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 endeavour to arrange transport with a member of staff subject to availability.

**FINANCIAL** - The levels of fees and method of payment are fully covered in the form of agreement. It is best if you have a person, such as friend, relative or Solicitor, to be responsible for your financial affairs. All cash transactions by our carers are recorded. The question of Benefits can be very complex and you may need to discuss this with a Solicitor or a Social Worker.

**SECURITY** – Our carers are all checked against the Protection of Vulnerable Adults list and also subject to a background Criminal Records Check. It is not advisable to keep large amounts of cash in your house - have your Representative bank it for you.

**LAUNDRY** - We will help you launder bed-linen, towels etc. Unless you wish otherwise, we will also help you launder your clothing if required. However, you may do your own laundry if you prefer.

**SHOPPING** - When you need assistance with outside shopping, we can either arrange for a member of staff to shop with you, or collect items for you.

**POST** - Letters for posting can be given to your carer. Ask your carer if you need help in opening, reading or sending mail.

**YOUR HOME** - We must stress that it is your Home, our carers will not invade your privacy or 'take over' your life. Our carers will carry out cleaning and bed making when it suits you. Please let us know if there are any minor repairs which you would like us to help you with. We must ask to check any electrical appliances for safety reasons and record any dangerous substances being used in your home in order to protect yourself and carer from harm. There will be no charge for this health and safety check up.

**REPRESENTATION** - We hold regular and informal discussions between staff and our domiciliary service users. This is a good opportunity for us to gain feedback on activities, training and the care being provided, 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** – Our carers will help you to prepare and cook your Meals If requested to do so. All our carers are trained in food hygiene and nutrition for the elderly. We will also liaise with a professional nutritionist where a special diet (eg diabetic) is required.

**ACTIVITIES** - Activities, crafts and outings are organised on a regular basis for our service users in the residential home, we will be pleased to invite you on these occasions; participation is optional. We endeavour to maintain your former interests and community involvement, and suggestions are very welcome at service user

meetings. A communion is held at Gwyddfor once a month and transport can be arranged to these services, (subject to capacity). 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 management are always available for private discussion of any problems. We try to resolve any complaints or concerns as quickly as possible.

**NIGHT CARE** – We can arrange night care if you have suitable accommodation for your carer.

**FIRE AND EMERGENCY** – We will carry out a risk assessment of your home and help you formulate a safe evacuation plan if required. We strongly recommend that you install smoke detectors if you do not already have them; help with the provision and installation of these can be arranged for a small charge. All our Staff receive regular Emergency and First Aid training.

We would like you to think of Gwyddfor carers as your best friend helping you to maintain your rights, choice, privacy and dignity. Our aim is to provide the support that will enable you to enhance your quality of life.

## **AIMS AND OBJECTIVES**

Gwyddfor domiciliary care is registered with the Care Inspectorate Wales(CIW). We can provide 24-hour supervision via regular visits as required, 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 care and support is agreed between all relevant agencies. Clear lines of responsibility must be established for the assessment, management and care of individuals according to the aims and objectives set out below. Gwyddfor Domiciliary aims to provide good quality care for service users.

### **Aims**

- help you stay in your own 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 service users.
- To provide individual personal plans for each service user.
- 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 service users in securing appropriate medical care and to ensure that public services provide them with the same standard supplied to others. To counsel service users 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, service users have a fundamental right to self-determination and individuality. We aim to enable service users 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.

Service users and their well-being are the central focus. It is the interests of service users, individually and collectively, that assume priority. This means that service users 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 service users' is paramount. This means that they have 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. Our carers always avoid adopting patronising attitudes and behaviour towards service users. service users determine how they want to be addressed by carers and management.

### **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. Our carers and management do not make the mistake of seeing service users 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 others in the community. service users' self-esteem is enhanced if they feel valued and in this way their morale is maintained. Our carers treat service users 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 service users 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 service users unnecessarily dependent.

### **Choice and control**

Wherever possible, service users 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 service user, relatives and staff in which choices can be negotiated. Some service users - particularly those who are very frail and vulnerable - will need help to express their wishes and preferences. All service users have access to advice, representation and advocacy. Even deeply held views and aspirations may not be expressed if staff do not encourage such links outside the service users home.

### **Recognition of diversity and individuality**

service users remain individuals with their own likes and dislikes. Staff are responsive to the requirements of individual service users and do not merely impose regimes which are dictated by the needs and preferences of the Organisation or Health Care Professionals or implemented for the convenience of managers, staff or relatives. Ethnic, cultural, social and religious diversity is recognised as an integral part of life. service users 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.

### **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 service user to attend places of worship.

### **Safety**

Service users are kept safe and feel safe in their own home. 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. service users 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 service user concerned and agreement reached which balances the risks against the individual's rights.

### **Citizens' rights**

domiciliary 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. Our carers will help service users to vote in elections if they wish to do so, in person, by



post or by proxy, with full confidentiality assured.

Each service user has a formal agreement setting out the care to be received in their home, the conditions, and the fees payable.

### **Sustaining relationships with relatives and friends**

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

### **Opportunities for leisure activities**

Provision for leisure activities in and, where appropriate, outside a service users 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 service user. The quality of life in the service users home is enhanced by inclusion of the widest possible range of normal activities, particularly those with which Service users 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 to satisfy the full range of physical, clinical, personal, social, spiritual and emotional needs of the individual.

### **Necessary care**

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

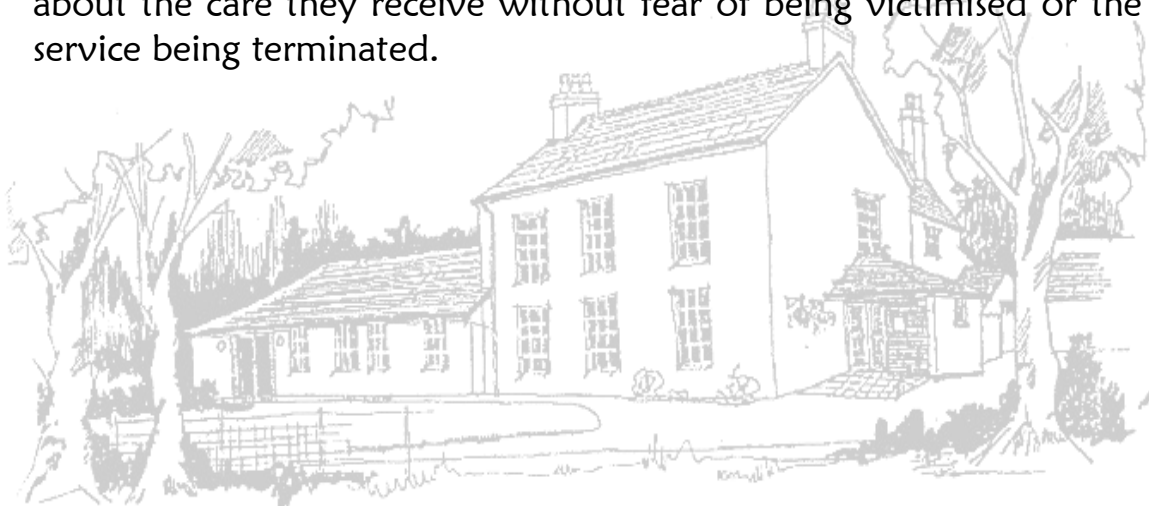
### **Continuity of care**

Wherever possible, and whatever the service users declining state of health or financial position, continuity of care is assured. service users will hopefully form a friendly relationship with their carer, this will be maintained by the continuing organisational support of both

the carer and service user. A replacement carer will only be brought in to cover sickness and or holiday, and only after a formal introduction and agreement from the service user. service users should not have to move out of their home to receive additional care (unless dictated by their medical needs). If possible, it will be brought into their home by external services. domiciliary care will never be removed because of financial disputes between funding agencies. Where we cannot provide all necessary care, transitions between their home and a hospice or hospital will be as smooth as possible.

### **Care which is open to scrutiny**

service users (and their relatives or advocates) are able to complain about the care they receive without fear of being victimised or the service being terminated.



## SERVICE USERS CHARTER

service users 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.
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.
16. Have the right to consult their own solicitor.
17. Feel at home.
18. Be encouraged to participate in recreational facilities.
19. Enjoy a continued relationship with Gwyddfor Residential Home.
20. Be cared for by adequate and appropriately trained staff.
21. Be able to complain about the quality of care received
22. Not have their personal belongings interfered with without consent.

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

### **1. Quality of Life.**

We strive to keep your home a happy place where you will be encouraged to have as high a quality of life as possible and where the management and Home carers 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 help in carrying out the decision. This entails the acceptance of a degree of risk.

### **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 your carer. 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. carers 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 carers, 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. 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 service users 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 service users 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 your home is given as appropriate to your needs, under the guidance of your doctor or nurse to ensure that the correct care is given. Domiciliary 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 organisation 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 domiciliary care, 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. The pharmacies can arrange to have your medication blister packed.

### **12. Choice of Doctor.**

You will not be required to change doctors for the convenience of the organisation.

### **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. Our staff can help with the arrangement and provision of these services.

### **15. Discussion of Care and Needs.**

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

### **16. 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 organisation should not be involved.

### **17. Feel 'at home'.**

Your Home is your "Home". We will agree with you as to what your carer can do and cannot do. We do not wish to change your lifestyle, just to assist you as required and agreed by yourself.

### **18. Recreational Facilities.**

Recreational facilities can be provided, if you would like your carer to come in and have a chat or play cards etc. then this can be

arranged as part of the overall service provided.

### **19. Continuing Relationship.**

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

### **20. Staff.**

Although the number and type of staffing will depend on your needs, staffing levels will be 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, as far as this is possible, to communicate in the language of your choice. On-going training to improve their job performance will be provided in the appropriate manner.

### **21. Complaints.**

Initially any complaint should be discussed by you with the management - 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 companies complaints procedure, detailed overleaf.

### **22. Personal Belongings.**

Your belongings will not be interfered with in any way without your prior consent. We suggest that you check your contents insurance to make sure that your personal belongings are covered against accidental breakage. Any damage caused by negligence on the part of our staff will be covered under the organisations insurance.

## 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](http://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](http://www.ynysmon.gov.uk)

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

Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Email: [ask@ombudsman-wales.org.uk](mailto: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](mailto:enquiries@careaware.co.uk)  
[enquiries@careforumwales.org](mailto:enquiries@careforumwales.org) [www.careaware.co.uk](http://www.careaware.co.uk)

Web: [www.careforumwales.org/](http://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>

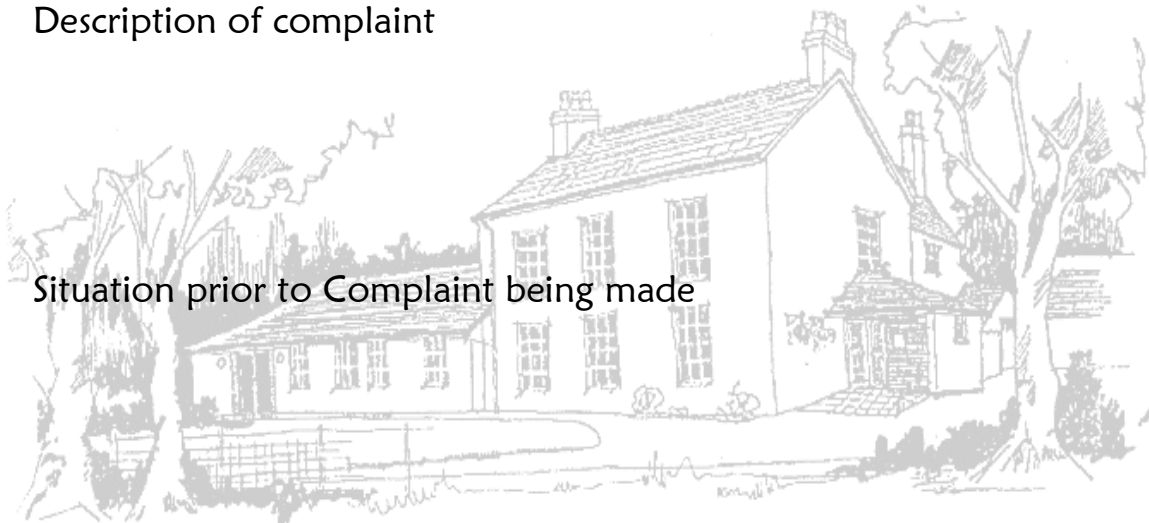
## COMPLAINTS FORM

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*

## KEY TERMS AND CONDITIONS OF SERVICE

### General

Upon payment of the agreed fees the service user shall have access to the facilities of the domiciliary service. The Service shall include help with the provision of meals, laundry service and all necessary personal care as agreed in the care plan.

The service user 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 the services will be stated in writing prior to commencement of the service, and will be based upon the hourly rate agreed. This fee is normally reviewed and notified in writing in April of each year. The directors retain the right to negotiate a higher rate at other times throughout the year.

Fees will be either collected 4-weekly in arrears or by monthly standing order from the formula  $weekly\ fee \div 7 \times 365 \div 12$ .

If the Service is to be terminated then two weeks notice is requested. Unused advance payments will be refunded.

The first four weeks of service provision shall be regarded as a trial period for the benefit of the service user and the company.

In the event of death, any fees outstanding for private service users will be charged to their estate, and any fees outstanding for service users on supplementary benefit will be recoverable from their next-of-kin, who must sign to this effect before the service is made available.

The company may give notice to terminate the service 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 service user
- Any circumstances or behaviour which the company feels may be seriously detrimental to the health and safety or the welfare of its staff.

The company undertakes to maintain a standard of care as required by the National Minimum Standards and any statutory enactment for the time being enforced. The organisation is not registered with the CIW as a nursing facility and cannot provide nursing care.

The company insurance policy covers our legal obligations with regard to public and employee liability.

This agreement shall continue in force until death, or by written notice given by either party two weeks before the date of termination.

service users will be required, before taking up the domiciliary care service, to provide information to the management 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 organisation to provide a full plan of care. Such data remains confidential and available to the service user to inspect.

The directors will not be responsible for the safety of residents outside the hours of agreed Service provision.

All electrical items in the service users home shall be first inspected as to their safety by the management before Service Provision. Items of furniture, manual handling aids, dangerous substances and the physical layout of the service users home will be inspected to ensure compliance with the Health & Safety at work act before Service provision commences, a written record of checks will kept by the Home.

On the death of the service user the directors undertake to use their best endeavours to contact the next-of-kin or the person previously nominated by the service user.

The company undertakes to respect the individual cultural and/or religious beliefs of the service user and to help in the provision to follow such beliefs.

### **General**

The company will keep a record of the care visits and care given, Every effort will be made by the company and staff to keep confidential any information entrusted to them.

This organisation operates a bi-lingual policy, Welsh and English.



## PROCESS FOR THE DELIVERY OF CARE AND SUPPORT

Whilst practicalities may intervene, the following procedure for pre-service provision is that which, ideally, we would recommend be followed.

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 Services. The decision and process of seeking Home 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.

During this meeting our representative will conduct a formal pre-service assessment to identify the level of support required and the risks associated. This information will be used to develop the initial service delivery care plan. The costs associated with the level of service provision will be explained and mutually agreed before commencement of the service.

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 the Service 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.

During the initial trial period, we will gather as much social and medical information as the service user 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 monthly review and assessment.

## **KEY POLICIES AND PROCEDURES**

Detailed information on our policies and procedures are available under separate cover on the Company Website and in our main office at Gwyddfor, including specific policies on Health and Safety and the Protection of Vulnerable Adults.

We have reproduced a number of key policies below.

### **POLICY STATEMENT ON HEALTHCARE**

service users retain all their rights and entitlements under the National Health Service, including the right to opt out of the system. 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.

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

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

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

We will provide terminal care , provided that this is the wish of the service user 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 website <http://www.wales.nhs.uk>



## STAFFING ARRANGEMENTS

Gwyddfor Domiciliary is operated by the directors, Mrs Mary Williams and Mr Glyn Williams. In the absence of the directors, the deputy manager will assume charge.

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 help prepare meals. We welcome the input of friends, family and yourselves towards activities and outings.

Gwyddfor Domiciliary 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 Direct 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 feed-back 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 achieve qualifications in First Aid, Food Hygiene and Moving & Handling. All staff are instructed in Fire and Emergency Training on a regular basis, and all training is on-going permanently. We will ensure that our staff are trained on any specialist needs that you require. Our staff are currently trained and experienced in the following areas of adult care provision:

Elderly general

Physical Disabilities, both younger and older adults

Dementia

Learning Difficulties

Mental Health

Unless imperative to the continuity of service provision Gwyddfor Domiciliary will not utilise the services of agency staff.

## THE KEYWORKER SYSTEM

The aim of service 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 home without help. To help us achieve this we need to know what your particular and individual requirements are.

The terms and conditions and this document should provide you with some general information about the company. However, you will need more specific information about the carer assigned to look after you and 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 service users. We hope that you will have had the opportunity to talk to members of staff and other service users about what it's like to receive Home Care.

You will be assigned a carer and they will be known as your Keyworker. 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. 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 home care. You may wish for more opportunities for socialising or to maintain contact with your local Chapel or pub. The 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 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 in our organisation are there to help you, however, and will do all they can to ensure your care 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. 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

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 service users. 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 service users' property and residence.

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

carers must respect the dignity and value of each person for whom they are providing care. The service user'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 service user on the grounds of race, nationality, language, religion or beliefs, age, sex, sexual orientation, or social standing, or between service users who finance their own care and those who do not

carers must take account of the customs, values and spiritual beliefs of their service users and treat these with respect.

carers, whilst recognising the close ties which can develop between service user 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 service user, 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 service users, nor will they accept gifts of any kind except through and with the expressed authority of their Manager.

## **ACTIVITIES**

Our domiciliary service is closely linked to our residential service at Gwyddfor and as such you are welcome to attend the many functions we hold at Gwyddfor, we can arrange transport should you require it. Any costs involved will be mutually agreed with the management and added to the overall care package fees.

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 at Gwyddfor. 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, 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.

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, cards, bingo, memory trays, dancing, music, video quizzes, photo library, crafts etc.

## **POLICY ON ACCESS**

Our carers will always carry identification cards with their photograph clearly displayed. We will agree the access points to your premises prior to our Service provision.

## **MOVING AND HANDLING**

A guide for service users

Current Health and Safety legislation places a duty on employers to safeguard employees from injury at work. In a domiciliary 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 when 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 service users have the right to express their wishes and priorities and to be personally involved when plans are made for their care.

We will make every effort to enable people to express their wishes in a way that is appropriate

We will respect service users and their human and civil rights.

We appreciate that service users have a right to expect that their contact with, or any information they give to, the statutory agencies will be treated confidentially at all times.

## **DOMICILIARY SERVICE USERS RIGHTS**

service users have the right:-

- to live in their own home without fear and free from abuse from

their carers

- to be treated with respect, their dignity preserved, with private space only entered by carers with explicit permission
- 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 their own 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 if this is required
- 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**

Home carers 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 service users 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**

Service managers, directors or officers in charge have a responsibility to ensure that their staff have detailed knowledge of and are familiar with the service user 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 the organisations policy that all information which it is necessary to obtain about a service user 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 service user's welfare, health or security, then they must inform the service user they are required to notify the management, in the service user's best interests.



# Quality Assurance

## POLICY

Gwyddfor Domiciliary has a Total Quality Management system in place which is reviewed 6 monthly and constantly maintained by monitoring, reviewing and improving the quality of care given to service users.

The system established makes provision for —

- (a) the quality of care to be reviewed at least annually; and
- (b) the directors to obtain the views of —
  - (i) service users;
  - (ii) representatives of service users;
  - (iii) any local authority which has arranged for the provision of our services.
  - (iv) staff employed at Gwyddfor on the quality of care provided, as part of any review undertaken.

The following means will be utilised to collect data —

- CSIW Inspection Reports
- Visitor feedback forms
- Customer feedback forms
- Staff feedback forms
- Local Authority/Professional person feedback forms
- Suggestions Book
- service user meetings
- Staff Meetings
- Family Input to service user care plans

Following a review of the quality of care, the directors will within 28 days prepare a report of that review and make a copy of the available report in an appropriate format when requested by —

- (a) service users;
- (b) representatives of service users;
- (c) any local authority which has arranged for the accommodation of a service user at Gwyddfor;
- (d) staff employed at Gwyddfor;
- (e) the National Assembly.

**The Quality Review will also be published 6 monthly in the Gwyddfor domiciliary service user Information Pack which is available for public download at [www.gwyddfor.co.uk](http://www.gwyddfor.co.uk)**

## Assessment of Service

When required by The National Assembly, the directors will undertake an assessment of the service provided to service users and within 28 days of receiving a request will supply to the appropriate office of the National Assembly the assessment in the form required by the National Assembly.

The directors will take all reasonable steps to ensure that the assessment is not misleading nor inaccurate.



CUSTOMER FEEDBACK FORM

GWYDDFOR BODEDERN	<b>CUSTOMER SURVEY</b>
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We are constantly striving to improve the service which we provide, and to this end it is very helpful to have feedback from our service users and their representatives and / or families.

You will be aware that we have an on-going programme of staff development, and we need to know how effective this training has been from the consumers' point of view. We would be most grateful for your frank observations on our standards, which will remain confidential, and we would welcome your suggestions for improvements.

<b>Topics</b>	<b>do staff</b>	<b>?</b>	Excellent	Good	Satisfactory
PERSONAL CARE	treat you as an individual				
	respect your personal beliefs				
	minimise disturbance by others				
	maintain your privacy and dignity				
PERSONAL HYGIENE	give choice with bathing (when, where)				
	offer to help with bathing and washing				
	help to choose clothing, if you want				
	look after your clothing with care				
MEDICAL CARE	look after your health				
	help if your care needs change				
	explain any changes in care practices				
	help with medication where needed				
DIET & MEALS	give a choice of what and where to eat				
	serve food properly				
	offer help discreetly when needed				
MOBILITY	help with frames, wheelchairs etc				
	explain the help given with moving				
	point out mobility aids available				
SAFETY	help you feel secure and safe				
	help keep your belongings safe				
	respond quickly in an emergency				
CLEANLINESS	clean your room when it suits you				
	keep bathrooms clean and stocked				
	keep the public areas clean and safe				
INFORMATION	keep you informed of events				
	inform others of your needs				
	act on requests that you make				
ACTIVITIES & INTERESTS	help maintain interests and contacts				
	organise and offer to help with activities				
	welcome and support visitors				
	offer to help with exercise				
	offer to help with shopping and outings				

Comments and general suggestions for improvements

.....  
 .....

Sign (if you wish).....


STAFF FEEDBACK FORM

Staff Survey

GWYDDFOR BODEDERN

Employee name .....

Date.....


<p>Are there any aspects of care practices on which you have concern</p>	
<p>Are there any aspects of the philosophy of care, as presented in the staff manuals, of which you have concern</p>	
<p>Are you aware of any career development needs not already included in your annual appraisal and personal development plan</p>	
<p>Please comment on the general atmosphere within the company</p>	
<p>The general care and appearance of the service users</p>	
<p>Service user reports - do they give good reports of the level of care</p>	
<p>Management - does the home appear to be managed professionally</p>	

We are constantly striving to improve the service which we provide, and to this end it is most useful to have feedback from Local Authority/Social Services/Healthcare Professional/Visitors and all those who conduct part of their business here.

We really need to know how others regard us, and any comments (good or bad) will be taken on board and hopefully acted upon. We are obliged to you for the time taken to complete this form.

LOCAL AUTHORITY SURVEY/PROFESSIONAL PERSON

GWYDDFOR BODEDERN

<p>Are there any aspects of care practices on which you have concern</p>	
<p>Are there any aspects of the philosophy of care which you have concern</p>	
<p>Please comment on the the general atmosphere within the company</p>	
<p>Do you have any significant concerns about the financial viability of the service?</p>	
<p>Management - does the home appear to be managed professionally</p>	

Comments and general suggestions for improvements

.....  
 .....  
 .....  
 .....  
 .....Date.....Name.....Sign (if you wish).....

# Quality Assurance report May 2024







**Date of Report** 15/05/2024  
**Service Name** Gwyddfor Domiciliary **Responsible Individual** Glyn Williams

**Feedback forms used**

Service User 2  
 Staff 21

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

"Very happy with the care and support received, enjoys the company of his carers"  
 "give carers 10/10, happy with the care and support given"

**Date of latest QW Inspection**

**CIW Outstanding Matters** 0

**Number of Staff Meetings/inc management/issues outstanding** A number of management task are ongoing, and updated at regular management meetings.

**Number of Residents meetings/issues outstanding** None

**Suggestions book/issues outstanding** N/A

**Maintenance book/issues outstanding** N/A

**Care plans checked/issues** Care plan and daily notes were inspected for one service user, no issues to report.

**Employment records/issues** Six employee records were inspected. Two had hoist authorisation signatures missing on the database. However, the signature sheets were signed.

**Training records/issues** The RI has been actively involved in producing training reports and updating the database during this reporting period.

**Cleaning records/issues**

**Service User/RI interactions since last report (Reg 73 visits)** The RI is on site at the offices daily, as detailed on the Gwyddfor rota. Interactions with staff continue via management/staff meetings. RI has been involved in updating staff records on the database. RI helped one service user plant flowers.

**Complaints/issues outstanding** 0

**Local Authority Quality Monitoring Issues** 0

### QA Aims Met in this report subreport

Aim	Standard	Remarks
To respect the right for privacy and dignity	Fully	Staff are very mindful not to intrude upon clients privacy within their own homes
To maintain a person's self-esteem	Fully	
To foster independence	Fully	Staff helps one service user to attend weekly fitness classes in the local village
To maintain choice and control	Fully	Staff are supportive of service users direct family in achieving this outcome
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	Fully	
To allow service users to be who they are	Fully	
To preserve the right to work, develop, participate and contribute	Fully	One service user attends Gwyddfor residential functions; one day per week for daycare.
Sustaining relationships with relatives and friends	Fully	Families of both service users are very supportive.
To provide opportunities for leisure activities	Fully	
To provide necessary care	Partially	This aspect is always considered within the constraints of the service users wishes.
To provide a high standard of care	Fully	

to keep our care provision open to scrutiny Fully

to preserve the continuity of care Fully The team leader introduces staff to all clients, detailed daily care notes help preserve continuity of care

to help with taking medication Fully 3 additional staff completed the RCN accredited medication training course, including the facilities manager.

### Summary/Implementation

Gwyddfwr is currently supporting two service users in their own homes. The manager and team leader is in regular contact with the service users and families.

The facility manager conducted health and safety inspections on both houses. He suggested that one service user would benefit from a handrail in the shower, and offered to fit this. No other issues were reported.

Staff appear to be happy with the hours and travelling time allowed. The call times are all in excess of one hour, which makes for a relaxed working environment.

The team leader is relatively new in post, and a very experienced in domiciliary care worker. She also works full time on one of the residential care teams. She has taken to her post in domiciliary care like a duck to water. She took it upon herself to arrange for client bins to be collected from the house rather than the road. She has also arranged for Age Cymru to provide meals on wheels.

# CIW Inspection Report

to be published here

