

# **Care and Social Services Inspectorate Wales**

## **Care Standards Act 2000**

### **Inspection Report**

#### **Gwyddfor**

Bodedern  
Holyhead  
LL65 3PD

**Date of publication – 06/07/2012**

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## **Introduction**

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

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

This was a scheduled inspection to assess people's quality of life.

## **Inspection methods**

The following inspection methods were used to gather information about people's quality of life:

- an analysis of the Self-Assessment of Service Statement that the registered manager was required to complete at the start of the inspection process.
- an unannounced visit to the home on 24<sup>th</sup> May 2012 during which discussions were held with Mr Glyn Williams, Mrs Mary Williams, two members of staff and four of the people living at the home. All the communal areas and three of the bedrooms were seen and the interactions between people living at the home and their carers were observed.

## **Summary of inspection findings**

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

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

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

Staff turnover at Gwyddfor is low thus ensuring people receive continuity of care.

The home place an emphasis on staff training and development.

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

The call bell system has been upgraded.

An "on line" learning account has been provided for one person.

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

No issues identified.

## Quality of life

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

One person told the inspector that she appreciated the fact that the registered manager spent time with her on a one to one basis discussing a variety of issues. People also confirmed that if they had any concerns about the care and services provided they could discuss these with the manager or staff. The complaints record was seen during the visit and this showed that the home had satisfactorily resolved a complaint made by one person.

People living at Gwyddfor are active, positively occupied and stimulated. This is because the registered person and staff encourage people to continue with their individual interests and provide opportunities for people to take part in a range of communal activities. One person mentioned that her interests included bird watching and cultivating flowers. Arrangements had been made for her to have a number of flower boxes in the small courtyard near her room. High speed internet access and an "on line" learning account had been provided for another person who enjoys using her laptop. An activities programme is in place and information about the activities was displayed in a prominent place within the home. The activities include quizzes, bingo, visits by local entertainers and special "themed" afternoons and evenings. People said they enjoyed the activities and had the option of not taking part if they didn't feel like it.

People also mentioned that they had the opportunity to go out for a walk in the grounds either independently or accompanied by a member of staff. One person stated that she enjoyed going out for a drive with the staff and would appreciate having more opportunity to do this. Having discussed the situation with the responsible individual and manager the inspector feels that the home is offering the person concerned as many opportunities as possible.

People living at Gwyddfor have choice and influence over their day to day lives. This is because people are encouraged to view Gwyddfor as their own home where they can continue with their previous lifestyles. People seen during the visit confirmed that they were able to choose their own routines and how and where they spend their day. One person mentioned that she spends a lot of time in her room and preferred using the smallest of the four lounges.

## Quality of staffing

People living at Gwyddfor feel confident in the care they receive because staff are competent and confident in meeting their particular needs. This is because the registered provider places an emphasis on staff training and development. The majority of the care staff have obtained a recognised social care qualification. The staff seen during the visit confirmed that they had access to all the training they require. People seen during the visit spoke very highly about the registered manager and staff and the care and support they provided.

People living at Gwyddfor are cared for by familiar staff as turnover is low. The registered provider and manager ensure that staff turnover is kept to a minimum by providing staff with the support they require. According to the Self Assessment of Service Statement, one new staff had been appointed since the previous inspection and one had left. The staff members seen during the visit said they were receiving the support they required and were able to discuss any issues with the registered manager either informally, during one to one supervision sessions or during staff meetings.

People's expectations are exceeded and their needs anticipated without having to ask. The home has a key worker system whereby individual members of staff are delegated to work with a small number of service users. This allows people to establish a close relationship with staff and ensure that staff are aware of their needs and able to identify promptly if these change. People seen during the visit confirmed that they shared a very close relationship with the registered manager and staff who were always willing to go out of their way to help.

## Quality of leadership and management

This inspection focussed on people's quality of life. CSSIW did not consider it necessary to look at the management arrangements during this inspection in light of the information provided in the Self Assessment of Service Statement and because the registered manager has been in post for eight years. However, this theme will be considered during future inspections.

## Quality of environment

People feel valued by an environment which helps to reinforce a sense of identity and personal worth. The registered provider and manager encourage people to make their rooms as homely and comfortable as possible. People seen during the visit said that they had been able to bring in a variety of personal items to make their rooms more homely. This was particularly evident in two of the rooms that were seen during the visit. People seen during the visit said that they liked their rooms and described the accommodation as comfortable.

People's wellbeing is promoted at Gwyddfor because of the range of facilities and equipment provided to meet their particular needs. The registered provider and manager are aware of people's specific needs and provide people with the aids and adaptations they require. Automatic door stoppers had recently been provided on some bedroom doors to allow people to prop the door open when they are in their rooms. The stoppers also ensure that the doors close automatically when the fire alarm sounds. Alarms are available on the outside doors to alert staff in case people, who would be at risk if they left the home unaccompanied, try and leave the building.

People living at Gwyddfor are able to meet others and develop relationships in communal areas and have private space should they need it. This is because the home respects people's rights to privacy and offers accommodation to people in single rooms. People seen during the visit explained that they were able to use their rooms to follow their individual interests and mix with other people in the lounges when this suited them.