



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

## Care and Social Services Inspectorate Wales

Care Standards Act 2000

# Inspection Report

Gwyddfwr Residential Home  
Bodedern  
Holyhead  
Ynys Môn  
LL65 3PD

Type of Inspection – Focused  
Date(s) of inspection – 10 February 2016  
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## **Summary**

### **About the service**

Gwyddfor Residential Home is registered to provide services for up to nineteen (19) people with dementia. However two (2) younger adults aged 18 to 64 years, one with a learning disability and one with physical disability can be accommodated within the total number.

On the day of the inspection there were 19 people using the service, two of whom were younger adult with physical disability and a younger adult learning disability that was not present at the time of the inspection as he was attending a day care centre.

Mr Glyn Williams and Mrs Mary Williams purchased the home in 2004 and in 2010 they established a limited company, Gwyddfor Residential Ltd, to run the business. The home is managed by Mrs Mary Williams.

Gwyddfor is a two storey detached property situated in its own grounds on the outskirts of Bodedern. All accommodation for people living at the home is on the ground floor. Also the home provides respite/day care service.

### **What type of inspection was carried out?**

The Care and Social Services Inspectorate Wales (CSSIW) carried out an unannounced focussed inspection between 9.15am and 2.00pm which looked at the quality of life theme. The information for this report was gathered from the following sources:

- \* Discussions with people using the service, registered manager, responsible individual and staff members
- \* Scrutiny of a sample of care files and other documentation required to be kept in the home
- \* Observations made during the inspection visit.

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

The home is continuously looking at innovative ways to encourage and support people using the service to involve themselves as much as possible in activities and to follow their interests. In 2015, the home was one of six care homes across North Wales given an award by the North Wales Social Services Improvement Collaborative (NWSSIC) for enhancing their care home environment to support people living with dementia through creative and technological applications.

The home places an emphasis on staff training and development.

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

The home continues to provide a high standard of service.

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

No issues of non-compliance were identified.

## Quality Of Life

Overall, we (Care and Social Service Inspectorate Wales) found that people using the service were able to exercise their rights and they were observed to be treated with respect and dignity. We saw evidence of a wide range of outdoor and indoor activities on offer, which ensured that people using the service were occupied and stimulated. During the inspection visit we saw a group of people using the service, sitting in their chairs playing quoits, allowing them to exercise their arms and providing stimulation and interest at the same time.

We also saw people using the service, being encouraged to follow their own interests, examples of which were feeding the birds, looking after bed plants outside their rooms, going out for a short walk with staff members when the weather is nice, encouraged and supported to attend local events in the village, and one young adult being supported by a staff member to use a laptop.

People using the service can be confident that they are provided with healthy, nutritious food options. This was because the daily menus offered variety and choice. We spoke with people using the service who confirmed that there is a set menu for each day but that it can be changed if they disliked anything or wish to have an alternative choice. Comments such as 'the food is good' and 'there is plenty of it' were voiced by people using the service. During the inspection visit we witnessed the cook preparing a birthday cake. The home has been awarded a level 5 from the food standards agency.

People receive effective support from a service which can fully meet their needs. The service has thorough pre admission procedures that ensure the home can meet the needs of individual persons. All the documentation seen, such as the daily care notes and the service user plan were all up to date and signed by the key worker and the clients and endorsed by the manager. People remain healthy because their needs are anticipated and they are able to have access to specialist or medical support. This is because each person key worker is responsible for completing the care planning documentation. Detailed information is retained regarding the needs of the individual. This is regularly monitored by the registered manager. People who use the service have access to all health care professionals. We saw evidence of this in the sample of care planning documentation we viewed.

We were shown minutes of a recent residents meeting which is held every 3 months, which had evidence of residents voice being heard and acted upon. People using the service did confirm that they are given opportunity to raise their voice and opinion as to the service they receive.

We also observed that people follow their own daily routines with some staying in their rooms whilst others sit in one of the lounge areas or are involved in a group activity. Comments such as 'there is a nice atmosphere here' and 'we do all sorts of things' were voiced by people using the service.

## Quality Of Staffing

The inspection focussed on the quality of life for people using the service. We did not consider it necessary to look at the quality of the staffing on this occasion. This theme will be considered during future inspections.

## Quality Of Leadership and Management

Although the inspection focussed on Quality of Life we did identify two issues relating to Quality of Leadership and Management which needs to be addressed in accordance with Regulation 25 of The Care Home (Wales) Regulations 2002.

The first relates to the possible impact on the quality of life of those people currently using the service as a result of the likely increase in the number of people with memory problems, being admitted to the home. This is because a new extension is being built with plans to add an additional nine beds by early May 2016.

Secondly, in relation to day outings arrangements, and in particular, the need for clarification as to which of these should be funded by the home or by people using the service.

Although we saw evidence of people using the service having the opportunity to air their views on all aspects of their care, some people using the service were still unclear and raised concern regarding these two specific matters. The home has to ensure that their information sharing arrangements does allow people using the service to have a clear understanding of any developments which affect their lives and their likely implications.

## Quality Of The Environment

This inspection focussed on quality of life of people using the service. We did not consider it necessary to look at the quality of environment on this occasion. This theme will be considered during future inspections.

## How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.