



Inspection Report on

Gwynfa

**Gwynfa
103 Station Road Llanishen
Cardiff
CF14 5UW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

23 October 2020

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About Gwynfa

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	17
Language of the service	At corporate level, both English and Welsh language are considered equal. Primarily the service offers care through the medium of English.
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	The service would consider providing the service to a person whose first language is Welsh. This would be discussed and arranged during pre-admission assessments.

Summary

Gwynfa is a safe, warm and welcoming home. The service provides individualised care for adults, especially those who require support with mental health. Positive outcomes are achieved by people as they are supported by a manager and care team that understands their needs. People are encouraged and supported to develop positive relationships and independence. Staff are appropriately qualified, trained and competent in their roles. The manager and staff demonstrate kindness and care. Appropriate referrals are made to health professionals to ensure well-being outcomes are met. There are robust measures in place to oversee the service and quality of delivery. The organisation is working on improvements to identify and record positive outcomes for people. The service is highly commended by families and people who live there. Staff express how happy they are to work at Gwynfa.

This is a time of pandemic where restrictions are in place. Due to government guidelines people cannot freely go into communities; amenities in communities are closed; people are advised not be within 2m of another person and staff delivering care must wear appropriate personal protective equipment (PPE). On the day of inspection these restrictions were in place.

Well-being

People are involved in pre-admission assessments and personal plan development, supported by social workers or family when appropriate. Consideration is given to the introduction of anyone new to the home with opportunities for visits and trial periods. Currently this is difficult due to the pandemic, but everything is done to ensure the admission is a good experience. People live in a home that suits their needs and are involved in reviewing their personal plans.

People are treated with dignity and respect and treat others the same. Observations and discussions with staff, residents and families evidence that people are valued, and supported in a calm, discreet way.

Individuals are supported to fulfil their potential and do things that matter to them. A residents' activities committee has been formed allowing residents to arrange events that they would like to take part in. One person has been nominated as quiz master and arranges regular quiz events. Two people have roles within the home to ensure pets are cared for. We observe people enjoy helping out with household chores. A resident's representative has been elected by people living at the home to support people and ensure their views are heard by the service. Individuals are consulted about all parts of their care plan, care delivery and day to day support needs. People go out alone if safe to do so to access activities. People are supported to maintain relationships with family and develop new friendships. Due to the current pandemic, some people are finding the restrictions on going out into the community difficult to deal with. Efforts are made to support people during this difficult time, helping them to identify new interests within the home.

The home has mechanisms in place to safeguard individuals. Policies support the actions taken to safeguard people. People are consulted through their care planning about risks they may wish to take, and how staff can support this. Staff have pre-employment checks through the Disclosure and Barring Service to check they are fit to work in the care setting. All people in the home consulted told us they felt safe and would know who to go to if they had concerns.

Care and Support

Detailed, individualised personal plans ensure staff know how best to support people. One person told us they know staff have had training to support their specific need and feel reassured by this. The organisation is working on recording outcomes for people as this information is not clear in the reviews. This will improve the focus for personal development of people based on their wishes and aspirations.

People are supported with their emotional and mental health well-being. The manager and their team are empathetic, showing genuine interest in the well-being of people living at Gwynfa. They do not treat their employment as “just a job”. Staff report that they truly love working at the home. Such a team of supportive workers ensures positive outcomes for people. One person told us, *“I won’t have a bad word said about this place, everyone is kind. Helen the manager is wonderful, a very kind person.”* When incidents or deterioration in mental health occurs, appropriate support is sought promptly. All families consulted tell us that their loved one’s quality of life has improved since living at Gwynfa. There is evidence people have developed communication skills, increased their independence and developed friendships.

People are helped to consider their nutrition and are supported to maintain a healthy weight. Meals are home cooked. Freshly prepared fish and chips was offered and enjoyed by all on the day of the inspection. People tell us that they like the food and there is always choice.

Pets at the home contribute to the mental well-being of everyone.

The service has safe systems for medication management. People are supported to manage their medication needs, either independently or through administration by qualified staff in the home. Ordering, storage, stock control and administration of medication is observed to be within regulatory requirement. Records for medication that is taken *‘as and when necessary’* would benefit from recording the outcome when a person has been administered the required dose. This was discussed with the manager who gave assurances this would be implemented.

Support is given to access health care professionals. Records show that people are helped to seek advice and treatment regarding their health in a timely manner. People tell us staff support them to attend appointments. They also tell us this is done safely and they have to wear masks due to the current pandemic.

Environment

People live in an older building that suits their needs as reflected in the statement of purpose. Bedrooms are spread over three floors with stair access. People have a single room with access to clean, shared bathrooms. The manager was made aware of the need to provide foot operated bins to replace open bins, which they agreed to do immediately. Bedrooms reflect the person's preferences as they are consulted about décor. People can furnish their own rooms with personal items that are important to them. Bedrooms can be locked.

Re-decoration of all communal areas is coming to an end. People have contributed to the choice of paint colour and confirm they like the results. People freely use the communal lounge, dining room and quiet sitting area. A well-equipped laundry room allows people to be supported to do their own washing. Designated areas for pets in the home show some wear but people choose to sit here and spend quality time with the animals. Parts of the home have been temporarily decorated for a Halloween party.

People can control the heating in their own rooms and the home was warm on the day of the visit.

The kitchen is practical with separate food storage areas, all meeting the highest level of Food Agency Standards, level 5.

Outdoors, the patio areas offer some seating. People explained how they help the maintenance person to grow plants here during summer months.

The home promotes good hygiene practices and manages the risk of infection.

Observations show staff follow current personal protective equipment, (PPE), guidelines.

The home is clean with no unpleasant odour. Posters and verbal reminders from staff prompt people to adhere to hygienic practices.

Due regard is paid by the service to health and safety. Audits, certificates and verbal confirmation from residents and staff show there are robust measures in place to meet legal requirements. The manager explained the fire drill is overdue but has prioritised the re-scheduling of the drill. A smoking area is provided within the home and people can choose to smoke here or outside. Smoking aprons, suitable ashtrays, ventilation and firefighting equipment is available in this area. Safety measures are taken to prevent people smoking in undesignated areas to ensure the safety of everyone.

Leadership and Management

The providers have systems and processes in place to monitor, review and improve the quality of care and support. The Responsible Individual (RI), visits the home to consult with people and staff. They produce reports that outline findings and areas for improvement. The quality control manager also visits the home to carry out inspections, auditing all processes. The documentation has been made available and shows a good level of oversight, and gives assurances of the quality of care provision.

People are provided with a Guide and Statement of Purpose. These documents are lengthy and not written in a way that people might easily understand. The service ensures that social workers and/ or advocates are involved so that people have the necessary support to understand all information before admission to Gwynfa.

People are supported by sufficient numbers of staff who are suitably qualified, trained, competent and experienced. Personnel files show pre-employment checks are carried out, induction is undertaken and staff have the correct training for their role. The manager was made aware of a missing document on a personnel file. They gave assurances that this would be chased up. Staff say they love working for the service and feel supported by the manager and wider organisation. Staff told us they have regular supervision meetings, evidenced in the files viewed. On the day of inspection the home was observed to be a calm, supportive place, where people had their needs met. When speaking to staff, they showed clear understanding of their role and demonstrated kind, considerate care.

The service supports individuals to manage their money in accordance with policies and procedures. Records of all transactions and audits are maintained. People confirmed they could access their money when they needed to. People are supported to access independent representation through their social worker if they can't manage their own finances.

Areas for improvement and action at the previous inspection

None

Areas where immediate action is required

None

Areas where improvement is required

None

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