



Inspection Report on

Bodawen Nursing Home

**Bodawen Nursing Home
Porthmadog
LL49 9PR**

Date Inspection Completed

07/06/2023

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About Bodawen Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cariad Care Homes Ltd
Registered places	40
Language of the service	Both
Previous Care Inspectorate Wales inspection	20 September 2019
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy with the care and support they receive at Bodawen. Care staff are knowledgeable, respectful, and caring, and support people with their care needs in a dignified manner. People enjoy a variety of one-to-one or group activities. People receive visitors and can choose how they spend their day.

A recruitment process is in place including all the necessary checks. Staff receive training to ensure they are competent and skilled. Staff development in relation to supervision and appraisals are ongoing. Staff and handover meetings take place to share relevant information regarding people's well-being.

The premises are in their own extensive grounds with panoramic views. Attention is given to ensuring the home is clean and tidy with infection prevention and health and safety measures in place.

Well-being

People have control over most aspects of their day-to-day life. People and/or their relatives are involved in decisions that may affect them. Staff build relationships with people by spending effective one-to-one time with them. One care worker told us *“I like working with people – chatting to people about their life experiences.”*

The service promotes people’s physical and mental health. Referrals are made to a range of healthcare professionals to support people in a timely way.

People do things that matter to them and have opportunities to experience a choice of activities. Communal areas and bedrooms are personalised with people’s own possessions and there are communal areas for people to sit and chat or join in activities. An activity coordinator arranges a variety of group or individual activities dependent on people’s choice and capabilities. People and visitors told us there is a range of activities offered, including celebrating Eurovision and the Kings Coronation. Holy communion is arranged on a reoccurring basis.

The accommodation supports people to achieve their outcomes. The provider has an ongoing maintenance programme; adaptations are provided to enhance independence. The home is clean, warm and comfortable and bedrooms reflect individuality.

People have access to information when they need it. The management is approachable and has an open-door policy. Communication with people, staff, and relatives, is good. The manager is supportive, and the Responsible Individual (RI) has good oversight of the service. Gifts and cards of appreciation are given to staff by families and friends. Written information about the service is available. Policies and procedures are in place to help protect people from harm or abuse. Risk assessments are in place to safeguard people and staff.

Care and Support

People receive care and support that meets their individual needs. Personal plans and risk assessments are clear and provide staff with information to support and care for people in line with their identified needs. Daily notes and charts show people receive the care they need when it is required. Personal plans are reviewed and updated to reflect current needs of people using the service.

People receive good support from friendly, respectful, and caring staff. An activities coordinator is employed and arranges group and individual activities dependent on people's capabilities and interests. We heard staff using both Welsh and English language dependent on the persons preference. People receiving support told us *"I've settled down well, everyone is kind, and the food is very nice."* another person said *"The food is good, I have a nice bedroom and staff are kind and friendly, although some better than others. I'll talk to the manager if I'm concerned about anything."*

People remain as healthy as they can be due to care provided, timely referrals to health professionals, and effective administration of medication. A new electronic medicine management system is being introduced which will promote safer administration of medication. People's dietary needs are considered, and healthy, nutritious meals ensure people remain well. We saw hot and cold refreshments and a choice of biscuits or fresh fruit readily available. The main lunch time meal served was freshly cooked using local produce.

People's safety is well maintained. There are processes in place to safeguard people. Individual risk assessments are in place and staff are aware of the importance of making the relevant referral to the local authority if they have any concerns about the people they support. Care workers told us they are aware of the safeguarding procedures and staff receive up to date safeguarding training.

Environment

The environment is safe, homely, and warm. Areas are decorated to a good standard and individual rooms have personal items of memorabilia. All parts are accessible for people with mobility difficulties with two passenger lifts for access to the first-floor bedrooms and bathrooms. Several bedrooms have ceiling track hoists to further aid independence. Call bells are located throughout the home within easy reach for people to access assistance if they require. People and relatives told us they are happy with the environment, including their bedroom, communal areas, and outside seating areas. People's request to redesign their bedroom furniture for easier access to equipment is actioned by the provider dependent on health and safety regulations.

Overall, the day-to-day maintenance of the building is to a good standard. The manager confirmed utilities, equipment, and fire safety equipment have regular checks and servicing. A maintenance person employed at the service is responsible for the portable appliance testing (PAT). People have a personal emergency evacuation plan specific to their individual support needs.

Infection control measures continue to be in place to ensure people are safe from infections. All bedrooms have en-suite toilet/sink facilities with some rooms also having a bath. Visitors to the home are requested to follow current guidelines in relation to infection control.

Leadership and Management

There are arrangements to maintain oversight of the service, and processes to monitor the quality of the service. The RI is based at the service and talks regularly with people, relatives, staff, and professionals. Staff meetings records show the management team oversee the running of the service and take action to improve overall service delivery.

People are supported by a service that employ staff who are suitably fit and have the knowledge, competency, and skills to meet their personal needs. Care staff are registered with Social Care Wales (SCW). Records show required checks are carried out prior to commencing employment. The providers have a selection and vetting process, including obtaining references. Staff are supported to undertake training to enable them to fulfil the requirements of their role and meet the needs of people using the service. There is training in mandatory subjects which includes first aid, moving and handling and safeguarding. Staff said they attend training and are aware of the safeguarding procedures. Records show individual supervision is provided.

The service has a Statement of Purpose (SoP), which clearly describes who the service is for and how it will be delivered. Improvements in the SoP were discussed with the RI who agreed to update the document to include up to date information. People are given information that describes the service and how to make a complaint.

The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service. The staff rota ensures Welsh speaking staff are on duty at all times.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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