



Inspection Report on

Llys Marchan

**Mwrog Street
Ruthin
LL15 1LE**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

7 July 2021

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About Llys Marchan

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Clwyd Alyn Housing Association Limited
Registered places	10
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection since the service was re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016 on 15 August 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

Llys Marchan is a purpose built residential care home located close to local amenities in Ruthin. The registered provider is Clwyd Alyn Housing Association Limited. The registered provider has nominated a responsible individual (RI), Edward Hughes to oversee the service. People have a voice, make choices and receive positive support to be as independent as they can be. People are happy and have positive relationships with each other and the staff team. The service is able to meet local cultural priorities and is available bilingually in Welsh or English.

Care and support plans involve the individual and people therefore remain in control of their care delivery. Risk management is mostly robust but improvement is required to ensure this is consistent in all areas. The RI knows people well and works closely with the manager and staff team. Safe staff recruitment, regular supervision and training in line with people's needs means the staff team are well equipped to meet people's needs effectively.

Well-being

People have control over their day-to-day lives. They are involved in all aspects of the service and receive support to be independent, make choices and do things which matter to them. People remain in control of their care delivery and make their own decisions. Staff treat people individually and encourage them to have a voice of their own. The RI is approachable and open to feedback and knows people and staff well. The RI works closely with the manager to provide an inclusive and responsive service which adapts to individual needs.

People receive positive support which enhances their physical and mental health and emotional well-being. Staff know people well and people speak fondly of the staff team and enjoy living at the home. The layout of the service means people can be independent if they choose to, knowing staff support is available if they need it. Improvement is required to ensure risk management is consistent. On the whole, care and support plans mostly enable people to take positive risks and receive the right support to keep safe and healthy.

People receive protection from abuse and neglect. Staff training is appropriate to meet the needs of the people living in the home. Staff follow policies effectively to support them in their work. Oversight from leaders and managers helps staff to deliver a high standard of care and keep people safe. Positive relationships between staff and people result in mutual trust and respect. There is a warm, calm and homely feel to the service and people are able to manage their emotions appropriately.

People are encouraged to be independent and follow education, training and recreation in line with their interests. People can come and go as they choose. The layout of the home promotes independence and provides opportunities for people to pursue individual interests. Support delivery enables people to engage in meaningful hobbies and undertake employment and training if they so wish. This gives them a true sense of purpose and helps ensure they feel empowered and in control of their lives.

Care and Support

People receive support to help them achieve personal outcomes and independence. People consent to the care and support they receive. Choices are given and people receive support to make informed decisions. Care and support plans are mostly responsive and proactive in supporting positive risk taking and promoting independence. We found that for one person, their care and support plan did not reflect some recent changes and there was no information or risk management plan in place to guide staff in relation to a known medical condition. This did not impact adversely on the person's care or their health and well-being. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Some positive strategies are in place for staff to follow which help people manage their mental health effectively. This approach also helps to minimise relapse and highlights people's small steps towards positive outcomes. People told us they can do the things that matter to them. They are actively encouraged to access their community, undertake college courses to gain qualifications, do voluntary work and follow hobbies and interests. We saw records showing care staff make appropriate referrals to professionals for support and advice, such as the GP; district nurses and social workers. We found care plans do not always contain the outcomes of these referrals and we discussed this with the RI who is going to review the recording of such information going forward. Staff interactions are positive and caring and people using the service speak highly of the staff team and the support they receive. People can receive a service in Welsh and English as they choose. The service employs a number of fluent Welsh speaking staff.

Hygiene and infection control policies guide staff and people to keep safe during the current pandemic. People are encouraged to keep to current guidance and regulations and staff wear appropriate personal protective equipment (PPE) in line with current national guidance. Procedures are in place for visitors which maintain the safety of people living at the home and staff. The service employs designated domestic staff and extra cleaning routines are in place to help manage infection control in the current pandemic. People living in the home also receive support and guidance to keep themselves, each other and their own personal spaces clean and safe.

Environment

The purpose built environment is designed and equipped well and meets the needs of people effectively. People have a say in regard to their own space and communal areas when renovations and refurbishment is taking place. These are through meetings and discussions with staff. Access to the wider community is easy, as close public transport links and facilities for education, leisure and health are all within the locality.

People can come and go as they choose and have independent access to all areas of the home. Numerous communal areas are available including a large communal space for events and social dining and a large outdoor space with seating. People can decide how and where they want to spend their time and can have privacy when they choose to.

People told us they can personalise their rooms and that they have safe spaces to lock their personal items away. People can lock their doors to their rooms and staff respect their right to privacy. People are encouraged to help maintain the building and grounds and have access to all the relevant equipment and facilities they require. All rooms have private en-suite facilities with showers and a further communal bathroom for those who may prefer a bath. Staff members are able to open the doors to bathrooms, people's rooms and en-suites from the outside in the event of any emergencies. We found all communal areas of the home to be tidy, safe, attractive and accessible.

Suitable areas are at the home for the safe storage of equipment and cleaning chemicals and substances. Storage areas for hazardous materials are safe and have a suitable lock. The manager holds a budget for repairs and refurbishment. The RI can approve any further items required beyond this budget. The manager told us they had recently purchased a new cooker and a dishwasher. All equipment we saw appeared good quality and in working order.

Leadership and Management

The service operates in accordance with policies and procedures. All policies are available at the service for people to view. Staff have access to these and there is a paper based system for staff to sign when they have read and understood them. There are further opportunities in supervisions for the manager and senior staff to discuss policies with individual staff members. A clearly written statement of purpose (SOP) outlines the service people can expect to receive.

There is a positive approach to staffing which ensures people recruited have the skills and qualifications to meet people's needs and outcomes. Staff and people know each other by name and people told us how staff support them well. Staffing levels are flexible. The manager told us they can put extra staff on if they need to, for example, if someone wants staff to accompany them to an appointment. Staff are empowered and encouraged to take on extra responsibilities in regard to matters which affect the home. A current "covid champion" will update guidance as it changes and ensure all staff are informed. People told us that there are always enough staff so they can get the support they need. The service does not use agency staff. The existing staff team currently cover any shift shortfalls. Training is comprehensive and staff also undertake further training, in line with the needs of people they support. This is over and above the mandatory training outlined in the SOP.

There are clear selection and vetting systems in place to ensure the fitness of staff. People using the service are involved with interviewing if they choose to. Others can suggest questions they would like answered by potential staff. Keyworkers who have similar interests and skill sets, work closely with individuals and develop positive relationships. People are also able to choose keyworkers who speak their preferred first language, Welsh or English. Staff are currently receiving support to register with Social Care Wales (SCW) who maintain the register of social care workers in Wales.

Induction programs which follow national guidance, are in place for all staff who join the service. There is also an additional internal induction which supports staff to understand the service provider's policies and procedures. Probationary period checks follow after one month and six months employment. These provide the manager with further assurances staff are confident in their roles and can make a positive contribution to people they support. Staff are aware of their responsibilities and clear job descriptions are in personal staff files. Staff supervision, with a more senior member of staff is undertaken regularly. This is an opportunity to discuss all areas of the job and identify strengths and areas for development.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

The registered provider is not compliant with Regulation 21 – Standards of Care and Support	Regulation 21(1)
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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