



Inspection Report on

The Old Rectory

**The Old Rectory
Henllan Road
Denbigh
LL16 5UF**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

12 July 2022

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About The Old Rectory

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	GALLTFAENAN HALL LTD
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	No. This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

Summary

People living in the home receive person centred, individualised care and support to achieve their personal outcomes and live their life in the way they wish. Since all staff have worked at the home for many years, people are familiar with those who support them and are able to express themselves freely. They have choice on all matters important to them. The environment is homely, and people choose the décor of their own rooms to reflect their personality.

Staff are trained to carry out their role and are vetted before employment. The manager has worked at the home for over 20 years and leads by example; the culture is one of respect and kindness with a clear emphasis on allowing people to use their strengths, to help them grow and develop. People are supported to engage in activities that reflect their own unique interests and hobbies. They utilise local facilities and maintain close relationships with family and friends.

The provider of the service has a good insight about how the home is operating with regular visits to The Old Rectory frequent communication with the manager, staff and people who live here. People are fully involved in what happens at the service, their views regularly canvassed on matters important to them.

Well-being

People have choice and control regarding the care and support they receive at the home. They choose how to spend their day and carry out their daily routines. Care planning documentation records people's preferences and interests and we saw evidence these are catered for. People feel part of their community as they are supported to use local facilities, socialise, and maintain relationships with their friends and family. People have different interests and hobbies, goals, and aspirations; they are supported to live their lives as individuals doing what they want to do.

People's physical, mental, and emotional well-being is looked after by trained staff who support people to attend health appointments and ensure their rights are protected such as managing their own finances to the best of their ability and accessing guidance and education to enhance personal development. People's care and support needs are reviewed monthly so that any changes can be quickly identified. Staff numbers are sufficient to support people to achieve their personal outcomes and provide additional care when people are unwell.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. Staff have worked at the home for many years and there is a strong positive culture that helps ensure best practice and excellent, personalised care and support.

The service respects people as individuals and this is reflected in their own bedrooms and around the home. People choose how their room looks, the colours, the furnishings and décor. The Old Rectory provides a homely environment for the people who live there; family photographs in the hall help make people feel they belong. The provider looks to further improve the home such as new flooring for the hall and stairs and new curtains for the lounge and people will be involved in choosing these.

Care and Support

People have the quality of care and support they need and prefer as their personal plans are completed with their involvement; they are kept accurate and fully consider their wishes, preferences, physical, mental, and emotional needs. Personal plans focus on strengths and skills and people are supported to develop and progress their learning. Risk assessments ensure people can carry out their day as they wish and with independence, but also with the right amount of support if any is needed. We saw people are supported to spend their time following hobbies and interests, including many community activities. People had been to the zoo the day prior to our visit, and some were going to a local Jubilee fayre on the day we visited. One person is arranging a ferry trip to Dublin, another person enjoys singing and has a karaoke corner especially for them. A person enjoys model building and has space in the garden shed with a bench to do this. They had been to test out the buoyancy of a model boat they built at a local river. We saw people have personally developed since being in the home; their confidence has increased so they are able to do more for themselves such as carry out social activities independently. One person has taken courses in food hygiene and first aid. People grow and develop in the home and achieve their personal outcomes.

We saw the service reviews each personal plan with the individual and their family if available. People are fully involved in decisions about their care. A personal profile section of the planning documentation offers a more personal account of people's history, their interests and what is important to them. Regular resident's meetings solicit people's views of the service and any proposed improvements and changes. We spoke with people who expressed how much they love living here. A visiting relative praised the care and support saying, '*nothing is too much trouble*'. We saw people choose what they want to eat and where they eat their meals. They choose when to get up and how to spend their time.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice when required. We saw records of appointments with health professionals, dentists, and G.P.'s and mental health services. District nurses visit when people are unwell so they can remain in their home when their needs change.

Environment

The service provides an environment with sufficient space for people to move around freely and make choices about where they want to spend their day. Two homely lounges provide for a small quiet space and a larger one for socialising with comfortable sofas and armchairs and lots of natural light. There is a comfortable dining room although people can take their meals where they wish; we saw one person eating in the lounge with a lap tray as they preferred. Bedrooms are in colours and furnishings chosen by the occupant. We saw one bedroom is pink with sparkles and pretty images on the walls, a sequined curtain screening off an area where a disco ball hangs and karaoke equipment is kept. Another room is decorated in a bright colour and walls are adorned with photos and pictures of interest to the person. Another person has a bedroom situated in a peaceful place with a twin aspect allowing natural light; they have family photographs and photos of past holidays and cruise ships on the wall, capturing the persons interests; a comfortable armchair allows the person to sit and complete their daily journal. Everyone has a double bed unless they have requested not to have one; personal family photographs and chosen pictures are on bedroom walls and photographs of people as children are in the entrance hall, giving a real family feel to this home. Every bedroom is unique and reflects the persons interests and choices. There is a stair lift for people with mobility problems so nowhere is inaccessible. Outside, there are outbuildings providing space for people to carry out their hobbies such as model building. A large garden and barbeque area allows for outdoor socialising and there are chickens and other pets for people to enjoy.

The service provider has measures in place to identify and mitigate risks and maintain facilities and equipment. There is a maintenance person who keeps the home in a good state of repair and carries out the mandatory tests on safety equipment; safety checks are completed for water, fire equipment, electrical appliances, and electricity installation. We saw incidents and accidents are audited to evaluate and identify themes and make risk management more effective. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. The kitchen is very clean and was awarded level 5 by the Food Standards Agency on their last visit.

Leadership and Management

The provider has governance arrangements in place to help ensure the service operates effectively and the responsible individual, in charge of overseeing the home, has good oversight. The responsible individual visits the home to complete audits, speak to people living in the home and to check progress of the service. The responsible individual completed a 'Quality of Care Review' in April 2022 and the report shows what the service is doing well, and which areas have been identified for further improvement. The manager has a range of policies and procedures in place to help instruct staff and keep residents safe. Staff are employed only after checks are carried out to ensure they are fit for the role; training is provided to ensure people have the expertise they need to carry out their responsibilities safely. We saw mandatory training and training relevant to each person's individual needs is sought and provided. Managers recently attended college to ensure they are equipped with the knowledge they need to meet one person's needs.

People are supported to manage their finances. We saw one person meets with an accountant and is fully aware of their finances. They have a bank card and check their balance and withdraw money when they want. People can use their money for things that are important to them, to support their hobbies, visit the pub and for their own additional snacks and fizzy drinks. We saw one person chooses to spend some of their money shopping for items of interest to them and is supported to do so.

We saw staff are employed in sufficient numbers to ensure people are well supported to achieve their outcomes, and additional staff are employed as and when people's needs change. Staff receive support from their manager, with regular opportunities to meet and discuss practice. We spoke with some people living in the home who expressed their great satisfaction with the staff. The staff have worked at the home for many years; the most recently employed staff was three years ago and manager has worked there for 22 years. This continuity has helped ensure a positive culture and the manager leads by example ensuring staff carry out their roles with patience, kindness, and care. The onus is on building on people's strengths, aiding their personal development and allowing them to live the lives they want to live.

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

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