



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

27/03/2023

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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	Both English and Welsh
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Gwynfa provides a warm, family atmosphere where people are supported and encouraged to be independent. People are welcomed and provided with a home where they feel they are valued and have choice. People have the support to do things that matter to them, and like that there are organised activities they can take part in if they wish. People also appreciate the choice of home-cooked meals. Personal plans are in place and people are part of the reviewing process, helping to set goals they would like to achieve. The service is developing this further to ensure there is a balance of achievable goals and sufficient detail to support this. There is a robust medication administration service.

The environment is safe. People have their own rooms that they can keep locked if they wish. There is a rear outdoor space and communal areas are bright and fresh. A smoking room is available, and people can spend time with the home's pets in a designated area. People's independence is promoted as they can access laundry facilities, but the provider is considering how they can offer further opportunities to promote independence with access to cooking facilities.

The provider has a nominated responsible individual (RI) who has oversight of the service and quality of care. A dedicated, experienced manager is responsible for the day-to-day smooth running of the service, supported by a consistent care team. Care workers are recruited safely, are suitably trained and experienced.

Well-being

People's physical and mental health is supported. Personal plans show how people can be supported when they are feeling anxious or low, and care workers follow these. They also show what support is required to help people stay physically well. Staff have relevant training around supporting people with their mental health needs and other specialist care. There is a calm, relaxed atmosphere, with the pets helping to support people's well-being. People are encouraged to stay as active as possible, and provided with a balanced diet to promote their health. Records are kept to help monitor a person's well-being and action is taken to involve health professionals if this is required. People are supported to take their medication in a timely manner to promote their health.

The provider has systems in place to ensure people have control over their day-to-day life. Agreed care plans show what a person can do independently. People set goals to show what they would like to achieve on a more long-term basis. Daily, people choose to carry out their own personal care, go out, stay in, or have a meal. People told us "*It's lovely, we get a choice of food,*" but we also saw how people had chosen to arrange a takeaway meal at the end of the week and were collecting money ready for this. People can select where to be in the home, what to do, and who to be with. People also have control of their spending, supported to access their money if needed and given guidance if budgeting is required. People choose what to spend their money on. One person told us how the service is helping them to "*sort out a holiday,*" while someone else told us they choose to spend their money on luxury items. The home's location promotes independence and choice with good transport systems and amenities in the nearby community. Where possible, the home provides a choice of room, and encourages people to select the decoration for this.

People are protected from harm and positive relationships are fostered. The environment is safe. People can lock their personal belongings away if they wish, and bedrooms can be locked to maintain privacy. People feel comfortable and consider Gwynfa their home, experiencing the security of living with a workforce that genuinely cares, and other people living in the home who become part of a large family unit. Good friendships are formed and people ensure everyone is invited to join in conversations or events. There are a suitable number of trained staff, and an experienced manager who oversees the smooth running of the service. Care workers are aware of how to safeguard vulnerable adults and have training to know how to report issues. Protocols are followed if a person does not return home when expected, so the service knows they are safe. CCTV supports the monitoring of the outside space.

Care and Support

People are supported with their emotional and mental well-being. The service specialises in providing care for people who need support with their mental health. The majority of staff have undergone specialist training, so they are aware of people's needs and how to support them. Personal plans give care workers information about the best way to provide support for someone, and when people become low in mood, they are supported appropriately. Positive relationships are developed between all staff and people who live at Gwynfa. We observed that people are consulted about their care, shown respect when being engaged in conversation with clear information provided so that people do not become anxious. People are referred to external health professionals if this is required, including those who can offer support with mental health. People are encouraged to be part of the care planning, setting goals they would like to achieve so they have control over their day-to-day life. We found that many of the goals may be long term, and have spoken to the RI about ensuring that short term, more achievable goals are also included to support people's well-being. People told us "*I'm very happy*" and "*I love it here,*" and many seen spontaneously smiling, singing and dancing as they went about their day.

People are mostly supported to be as independent as possible. Personal plans contain information to show, for example, how a person will be involved in managing their laundry, to promote their independence. Some people like to go into the community independently, but protocols are in place should they not return safely by an agreed time. Some people need support with their day to day living due to physical needs, and this is provided. Others receive support from care workers who give encouragement. We saw people helping with tasks, such as laying tables, and the majority of people wash their own crockery after a meal. We are told that people are offered opportunities to bake and cook from time to time but this is not a daily activity. We have discussed this with the RI who is considering how the service can better offer opportunities to promote people's independence around meal provision.

People are involved in planning and reviewing of their care. People are involved in assessments as part of the admission process and visit the service to see if they would like to live in the home. Personal plans are developed and agreed, though some require further detail. Daily records show how people are supported and additional information, for example, when health professionals are involved, are kept. This information is considered alongside the person's views when the 'personal plan' is reviewed. Medication records are kept and used to support any reviews with the GP, including the use of 'when required' medication.

Environment

People live in a home that meets their needs. Gwynfa provides support for people who can move independently, some with simple walking aids. Bedrooms are over three floors, with no lift access, but people who require a room that is easier to access live on the ground floor. Bedrooms can be locked if people wish and people tell us they have a lockable cupboard or safe in their room if they want to keep personal items secure. We saw a person who was about to move into Gwynfa being offered a choice of bedrooms that had been freshly decorated. There is a choice of bathing facilities, and people can spend time in their own room or in a selection of communal living spaces. The dining room has limited space, but people enjoy spending time here. The rear courtyard is used for gardening activities and provides an area where people like to smoke. There is an indoor smoking area where fire safety is practiced. A dog and cat live at the home and one area is designated for them, this is a little tired looking, but people love to spend time here with the animals. The home is bright, warm and clean.

The provider ensures the environment is safe. The manager follows processes to support the continual monitoring and management of the environment, supported by a maintenance person who undertakes tasks within their capabilities. The maintenance and testing of services and equipment is arranged with external contractors. Certificates are in place to show this is done in a timely manner. The kitchen has been refurbished, with new flooring and extractor. Food is stored safely. A laundry room containing an area to store chemicals is lockable, but people can access the laundry to wash their own clothes or have assistance to do this. A lockable room is used to store medication. The home has some CCTV externally. There are good housekeeping arrangements in place with fire exits free of clutter and rubbish segregated and stored appropriately, but we have made the RI aware that all rubbish should be stored a safe distance from the building. There is ample 'personal protective equipment' around the home, such as gloves and aprons, and alcohol gel is available for sanitizing hands.

The location of the home promotes independence and people can access the local community. People can come and go from the home as they wish if they do not need support to do so. Public transport including a train station and bus stops are within walking distance. People can walk to nearby facilities, including banks and coffee shops. When trips are arranged with care workers, public transport is sometimes used, but a minibus is booked at times, depending on the destination.

Leadership and Management

The provider has systems to support the operation of the service and governance arrangements are in place. The RI visits the service, consulting people and staff about their experiences of the service. They consider the quality of care provided and produce reports based on their findings. Policies and procedures are in place, reviewed regularly and available for the staff team to follow. A 'statement of purpose' and 'service user guide' give people an understanding of what the service offers, but there are a few contradictory statements within these that the RI is addressing. As part of the Hafod group of services, Gwynfa's staff team have access to systems to help with day-to-day delivery of care, and further resources to help the workforce. The manager confirms that the organisation is supportive.

Care workers are recruited safely and are encouraged to develop their skills. Pre-employment processes are followed and the service ensures staff are fit to work with vulnerable adults. We found just one personnel file with one document missing and the manager took immediate action to address this. Care workers receive an induction and training relevant to their role. Some specialist training is required to support people's needs, and we found that most care workers had received this, through refresher training is overdue for some. Care workers have supervision meetings with their manager to review their professional development and discuss any issues. All staff are invited to be part of regular team meetings where they can influence the development of the service and ensure there is consistency in the delivery of care. Care workers are encouraged and supported to register with Social Care Wales, the workforce regulator.

The service is run smoothly. An experienced manager supported by a wider management team provide arrangements for the day to day running of the service. Staffing levels are appropriate and management help to deliver care when there are gaps due to holidays and sickness, avoiding the need to use agency staff. There is good leadership. The manager knows people and staff very well, supporting everyone to maximise their potential. They are also aware of the environment and requirements to keep this safe and presentable. Schedules of work are provided and monitored to ensure all tasks allocated are complete. Good communication systems support the smooth running of the service and includes, for example, the production of a 'newsletter' to keep families informed of events.

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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Where we find the provider is not meeting the National Minimum Standards for Regulated Child Care but there is no immediate or significant risk for people using the service, we highlight these as Recommendations to Meet National Minimum Standards.

We expect the provider to take action to address these and we will follow these up at the next inspection.

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