



Inspection Report on

Glyn Nest Trustee Company Limited

**Glyn Nest Residential Home
Ebenezer Street
Newcastle Emlyn
SA38 9BW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

18/03/2024

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About Glyn Nest Trustee Company Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Glyn Nest Trustee Company Limited
Registered places	28
Language of the service	Both
Previous Care Inspectorate Wales inspection	6 September 2022
Does this service promote Welsh language and culture?	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 at Glyn Nest. There is a relaxed atmosphere which helps people and visitors feel at ease. Each person is encouraged to make their own decisions in how they spend their time. People lead happy and fulfilling lives and do a wide range of things that are important to them.

All employees demonstrate a good knowledge of the people in the home and care records clearly describe how care workers are to meet each person's individual needs. The enthusiastic staff team want to make a positive difference to people's lives and ensure people are invited to be fully involved in all discussions about their support. Care workers say they are well-supported by the manager and other senior staff. Good communication is evident, with robust monitoring of the quality of care people receive. The Responsible Individual (RI) regularly visits the home to play piano and talk to people about the service they receive.

Well-being

People at Glyn Nest have as much control over their day-to-day lives as they wish and know what opportunities are available to them. Care workers invite people to become involved in their support arrangements: there are regular house meetings, and the manager ensures that each person regularly meets with a staff member to discuss anything that is worrying them. Personal plans contain personal preferences and backgrounds of the people they describe. People receive the service user guide when they arrive, which provides details of what they may expect as well as details of the complaints process should they need to use it. One person told us, *“Oh no, there’s absolutely nothing to complain about here. I’m so glad I came.”* People personalise their surroundings in line with their interests, tastes and hobbies. Care workers have good relationships with people and work alongside them in positive ways. We witnessed several good-humoured conversations throughout the day.

People are relaxed, comfortable and do things that make them happy. Each person is as active as they wish to be. Some people only join in with Sunday services and a few other events: one person using the service told us, *“The staff are very good. If I decide to go downstairs, they get me up and into the lift in a jiffy. It’s all very efficient.”* An activity organiser suggests numerous options for people’s leisure time. For example, afternoon teas, Bingo sessions, film afternoons, coffees and chip takeaways in town, church visits and involvement in local church activities. People have also visited Folly Farm and Oakwood Theme Park for a unique Christmas experience. Local school children visit, as does a mischievous PAT-dog (‘Pets as Therapy’ dog): one person related a long story about how the dog stole one of their socks one day and ran around the home with it! Seasonable activities are also arranged: currently, everyone is making Easter bonnets for an upcoming competition in the home. People told us they were happy that their families are invited to become involved where they wish. We also noted these leisure pursuits are recorded in peoples’ care records as being activities they enjoy.

Care and Support

There are accurate plans for how the service provides peoples' support which considers a range of information to ensure they can meet their needs. Detailed care records describe each person's support, including oral care, manual handling arrangements, specific nutritional information and any end of life wishes. In addition, assessments of each person's physical and mental health help to maintain people's independence. Daily care records are completed using good terminology, providing a glimpse into everyday life in the home. We also spoke to a visiting healthcare professional who was extremely complimentary about the home and the staff team.

Care workers are supportive and engage with people in positive ways, to remain positive and healthy. People say they feel safe, and employees protect their privacy and personal information at all times. Care workers have been through the provider's thorough recruitment process. Senior staff oversee care workers to ensure they are meeting people's needs as they should. All care workers receive support and training and they may access policies and procedures to understand their responsibility to protect the people they support.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

The service provides an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. Most people in the home and a majority of the staff team speak Welsh. Although there are some people whose first language is Welsh, they are not exclusively Welsh speaking, but the manager has had the home's statement of purpose and written guide made available bilingually so that people will not have to ask for them should the need arise.

Environment

Overall, people receive support in a good environment. The home is safe, warm and clean and located in the middle of the small town in a rural area of Wales. People say they feel

comfortable and happy and can choose different areas to use. There are various communal areas, as well as grounds with a gazebo where people can spend time relaxing with friends and relatives. All rooms are spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

Good infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and the manager completes regular audits of the environment.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are only available to authorised members of the staff team. Employee personnel records and other personal information, such as Deprivation of Liberty Safeguards (DoLS) records, are stored securely in the manager's office. People who are not restricted by DOLs can exit the premises independently whenever they wish.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service and the RI is in regular contact, talking to people informally while playing the piano and generally

having a nice time. Regular discussions take place with people in the home, their family members and healthcare professionals involved in their care. People know how to make a complaint if they need to.

Care workers are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports. Employees discuss any issues they wish to raise in confidential three-monthly supervision meetings.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. There is a small core of care workers who have been with the provider for many years, which means they are well-known to people in the home. However, local recruitment difficulties in this rural area have forced the provider to use some Agency staff. However, these staff members are block-booked for weeks at a time, so they are familiar to people. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

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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