



## Inspection Report on

**Gwynfryn**

**Gwynfryn  
Llanelli  
SA15 3EX**

## **Date Inspection Completed**

8 June 2022

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## About Gwynfryn

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish group ltd
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that is working towards an 'Active Offer' of the Welsh language. Some staff members are Welsh speakers and there is some documentation in Welsh.

### Summary

People at Gwynfryn lead happy, independent lives and do things that are important to them. Care records clearly describe how care workers are to meet people's individual needs. Each person is encouraged to have a voice: the service holds regular meetings for people to discuss issues. Care workers know people well. They continually strive to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home and care workers to obtain feedback about the service.

The provider has been very careful during the pandemic, keeping people in the service and care workers healthy with robust infection control measures. Care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

### Well-being

People have control over their day to day lives because care workers routinely invite them to be involved in decisions about their support. Keyworkers ensure people receive the information they need, to understand the support they receive. People are relaxed, comfortable and know what opportunities are available to them.

People can do things that matter to them and make them happy. Care workers encourage and support each person to make choices and decisions about how they spend their time. Many routine activities stopped during this year's pandemic, but the staff team remain motivated and focused on what is important to people. One person told us, *"It was hard when we couldn't go out because we're used to it. But it's getting better again now."* In addition, two people told us about the places they visit. One person added, *"There's lots to do around here and the staff are great when you need them."*

People feel safe and care workers have good relationships with them. Each person is relaxed and comfortable in the home. We saw care workers interacting and supporting people in positive ways, with good-humoured conversations. There is a small, established care team, which means all care workers are familiar to people, giving confidence their needs and preferences are understood. People are encouraged to personalise their surroundings in whatever way they wish. Personal plans are detailed and contain preferences and family backgrounds to identify what is important to people.

Senior staff members protect peoples' privacy and personal information at all times. Care workers receive regular support, guidance and training and senior staff members regularly monitor them to ensure they are meeting people's needs. They may access policies and procedures to enable them to protect vulnerable people.

A relaxed atmosphere in the home helps people and their relatives feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish, and the manager ensures the home is maintained to a high standard.

Overall, people have accurate and up to date plans for how the service provides their support: a specific mental health recovery system is used for people to see how they are progressing in their individual goals. The provider considers a range of information to ensure they can meet people's needs. The staff team regularly review care records, especially where anyone's support needs change. Care workers regularly give people the time they need to talk about any anxieties. Assessments of physical and mental health and up to date risk assessments help to maintain people's independence.

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the service and care workers may refer to infection management policies when necessary. Measures are in place to ensure people are kept safe from Covid-19 infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment by all care workers. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

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 is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrate a significant effort to promoting the use of the Welsh language and culture. While there is no demand currently for exclusively Welsh speaking support, some staff members are Welsh speakers. We spoke to a senior staff member, who agrees with the necessity of providing an Active Offer in the event the home supports anyone who does prefer to communicate in Welsh. We will explore this more in subsequent inspections.

## Environment

Overall, people receive support in a suitable environment. The service is homely, safe, warm and clean. People say they feel comfortable and happy. People can choose different

areas to use; there are various communal areas, as well as a garden/patio area where people can spend time relaxing with friends and relatives. One person showed us the quiet room where they like to sometimes spend some time. Another person was keen to show us their room. Each person's private room is kept secure and is spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell 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 are securely stored in the manager's office.

Clear 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. The manager completes regular audits of the environment.

## **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: the RI is a regular visitor to the service and makes available all reports after their visits, as is their

responsibility. People are confident the provider would listen to them if they want to make a complaint. One person told us, *“Oh yes, I talk to anyone if I need to.”*

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for 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.' Care workers undertake specific training relevant to the people they support. New employees shadow more experienced care workers before working unsupervised: this ensures all new employees get to know people in the service as quickly as possible. Three-monthly employee supervision records and annual appraisals show all care workers have the opportunity to discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into six-monthly quality of care reports.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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