



# Inspection Report on

**Glasfryn Terrace**

**Denbigh**

## **Date Inspection Completed**

18/10/2023

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## About Glasfryn Terrace

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Mental Health Care (Community) Limited
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">11 June 2019</a>
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, fully involved and their choice, control and life experiences are maximised through positive risk taking. People pursue their passions and fulfil their dreams. They know anything is possible and are always planning for their next big adventure. Resident's meetings include fun and educational activities like playing games, doing things they have never tried before, creating lists of what they have always wanted to do and learning about different topics. A scrap book shows people and staff enjoying themselves, having fun and learning at the same time.

There is very strong leadership and management with staff who are well trained, supported, and valued. Staff are extremely complimentary about the manager. They told us *"The staff team are great and the manager is very supportive and understanding"* and *"We work well as a team, maintaining high standards of care"*.

The responsible individual (RI) and manager are enthusiastic and dedicated, ensuring people receive a very high-quality service. Arrangements are in place to monitor this with comprehensive reports produced, evaluating and reflecting on what is working and identifying any improvements. Opportunities are actively sought by the RI and manager within the organisation and across the sector to learn lessons and share good practice.

## Well-being

People have control over their lives and are fully involved in making choices and decisions. They are always listened to; feedback is constantly gathered about the effectiveness of the service and people also ask visitors to complete questionnaires. People are consistently achieving their goals and have exciting things to look forward to which enhances their quality of life. What people want to achieve is reviewed on a daily basis and is at the forefront of what the service is about. There is a positive approach to risk taking to maximise the choice and control people have over their lives. Staff told us people have *“ownership of their homes and lives”*.

People's physical, mental health and emotional well-being needs are always being met and support is of a very high standard. A long-standing staff team are superb at being able to quickly identify any changes so help and support can be sought, including from professionals. Detailed records are kept of all health appointments with health action plans and hospital passports in place. Resident's meetings are highly creative and include educational activities where people can find out more about looking after themselves and staying healthy and well. People's hobbies and interests are encouraged and the manager and staff actively seek out new opportunities for them to have positive experiences. There are strong friendships between people as well as positive and trusting relationships with staff, creating a real sense of belonging and stability. Staff told us, people *“here at Glasfryn are happy, that makes all the staff team happy”* and *“It's a great home with great people, I feel privileged to be part of it”*.

People are protected from harm. During a resident meeting a discussion was held about how to raise complaints and the role of the RI. Positive risk taking is supported with an 'anything is possible' attitude and a very creative approach by the manager and staff team to make things happen in a safe way. Safeguarding training and policies are in place for staff to follow to keep people safe.

People live in suitable accommodation which promotes their independence and skills. Glasfryn consists of two terrace houses and people told us they like living here. Both homes are highly personalised reflecting people's specific hobbies, interests and colour preferences. Outside there is a shared garden where people can spend time with each other, with staff or have time on their own.

## Care and Support

People have up to date personal plans in place. They are involved in putting their plans together and agreeing with them. Plans are tailored to each individual including any likes, dislikes, preferences and what a good day looks like for people. Daily records give a real insight into what people have been doing and progress made with their independence and skills. Plans and personal goals are continuously reviewed and amended to ensure they remain relevant and attainable.

People are provided with excellent quality care and support through a service which places them at the centre of everything. They are involved at every opportunity with consideration given to their personal wishes, aspirations and any risks. Personal goals are discussed and planned through various meetings, achievements are celebrated and new adventures are planned. Examples include holidays abroad, birthday trips, pursuing specific interests and reconnecting with people from their past. Staff look out for what is going on which may be of interest to people so they can try different things and have new and fulfilling experiences. Staff commented *“everything seems to be revolved around them which is great. They are able to share great life experiences together”*. The manager and staff go well above expectations to be flexible, giving their time and promoting positive risk taking for people to achieve personal accomplishments. Staff commented *“They are able to experience life as they should with positive risk taking”*.

People are supported to access healthcare and other services to maintain their health and well-being. Health action plans provide a timeline of all health checks. Hospital passports contain important information should a person need to be admitted. People are supported to understand and look after their own health and well-being and make informed decisions. This includes arranging courses or activities, spending time talking with people and creating a safe space for them to ask questions. Resident’s meetings include educational activities for people to actively participate in, these are highly effective with practical demonstrations, handouts, quizzes and discussions. Extensive topics are covered including oral health, food safety, healthy eating and portable defibrillators to help save people’s lives.

The service promotes hygienic practices and manages risk of infection. Infection control training is provided for staff. There is a policy in place and audits for infection control are also completed. Personal protective equipment (PPE) is available for staff if required. A practical session has been held to teach people and remind staff about effective hand washing techniques.

## Environment

People live in accommodation which promotes achievement of their personal outcomes. People's homes are personalised in keeping with their preferences and interests. We spoke with people who said like the way their homes look and are decorated as they want it. Staff told us, "*Their home is personal to them*". A large garden area provides an important space for people to use, spending time with others, with staff or enjoying the peace and quiet on their own.

The environment is safe and well maintained. The service provider identifies and mitigates risks to health and safety. Policies are in place and audits are completed including environmental and health and safety. There is a maintenance plan in place and the manager has produced a report which includes improvements made to the environment over the last 12 months both inside and outside. Staff receive training to keep others and themselves safe. Educational activities as part of resident's meetings include fire safety looking at fire extinguishers, discussing different ones and then demonstrating how an extinguisher is used. Personal emergency evacuation plans (PEEP's) are in an easy read format with photographs of peoples own front doors, windows, alarms and location of the fire point to meet at in the event of a fire.

## Leadership and Management

People are supported by a highly motivated, skilled and stable staff team. A dedicated team of staff have worked at the service for a long-time providing consistency and continuity of care and support. Training is provided and the majority of staff told us their learning and development is “*excellent*”. Staff receive supervision sessions more often than is required and meetings are held to discuss any issues collectively as a team. All staff responded “*excellent*” when asked if they feel valued and supported. Staff comments include “*Excellent team and management*” and a “*great working environment, feel supported throughout and I just enjoy coming to work*”. All staff feedback was exceptionally positive commenting on their job satisfaction, career progression and leadership.

There is innovative leadership and management of the service, creating a positive culture. The manager and RI are enthusiastic, committed and go above and beyond what is expected to ensure people are happy, providing direct support and being there in person for important moments in their lives. The RI is supportive of the manager who is keen to try out new ideas and implement different ways of doing things. For example, residents’ meetings are now more enjoyable and meaningful as they include a fun and an educational activity for people to get involved in and these take place in different locations. The manager gave examples of how a positive culture is promoted and told us about the organisation’s values and expectations. Staff commented “*It’s just a great service all round, with it being led by someone who brings 100% every day*” and people “*always speak highly*” of the manager.

There are governance arrangements in place to ensure a very high-quality service is provided for people. A report has been completed by the manager reflecting on the last 12 months including outcomes achieved by people, the service and future planning. Management meetings are held with other managers within the organisation to share information and learn lessons. The RI completes three monthly visits and the six-monthly quality of care reviews, both are comprehensive, informative, reflective and identify what works well and what needs to be improved. The RI actively seeks out opportunities to learn and share good practice across the sector. This includes attending meetings with other RI’s, provider events, conferences, sourcing training and providing feedback to improve services.

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