



# Inspection Report on

**Llannerch Grange**

**Colwyn Bay**

## **Date Inspection Completed**

2 December 2022

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## About Llannerch Grange

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Coed Du Hall Ltd
Registered places	5
Language of the service	English
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?	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

People receive the support and care they need to help them achieve their desired outcomes effectively and safely. People are proud of the progress they have made while being at the home. They live their lives according to their own preferences and have choice in all aspects of their daily living. Support plans are personalised and record people's goals and aspirations as well as ways in which they are supported to achieve these. People socialise with family and friends, and stay mentally and physically active, through using local facilities such as leisure centres and colleges. Promoting independence is a key aspect of the support provided.

Staff are trained and properly vetted to ensure they carry out their roles safely and with expertise. The provider has good, consistent arrangements in place to ensure effective oversight of the service and to check it is reaching its own aims and objectives. The provider regularly reviews the service they are providing and seeks ways to further improve.

The home is newly refurbished, well maintained and provides a comfortable, homely and spacious environment.

## Well-being

People have choice and control regarding all aspects of the care and support they receive. They live their life according to their own preferences, goals and aspirations. Activities are arranged individually according to the outcomes people want to achieve; they socialise by visiting family and friends; they achieve personal development through attending college or exercise venues; they use creativity through playing games and arts and crafts. The service provides person centred care ensuring people are fully involved in designing their own plan of support and know and agree how they will be supported.

People's physical, mental, and emotional well-being is looked after by trained care staff who seek professional advice if required. Personal plans are comprehensive; they focus on what matters to the individual and how they want their needs to be met. People are supported to access health professionals or other experts such as advocacy services when needed. Promoting a person's well-being and their independence is a key focus within people's support; guidance from external professionals is sought to ensure this happens safely and is effective.

People receive support from staff who know how to do so safely and effectively, while protecting their rights. Staff receive training about safeguarding of vulnerable people and are guided by the service's policies and procedures in this respect. There is an office in the building which is accessible to all; this allows people to speak privately with the manager if needed. There is an emphasis on the whistleblowing policy during staff induction; staff are encouraged to reflect on historical cases of poor practice that have featured in the media and on the lessons learned to improve their learning in relation to safeguarding. People are supported to be independent but, if it is deemed necessary to restrict a person's liberty in any way, such decisions are only made in the person's best interest and with full consideration of the family and the local safeguarding authority.

The accommodation is a large family home. Rooms are spacious and homely and furnished with good quality fixtures and fittings. Every bedroom has en-suite facilities and is personalised with people's own possessions. The garden provides a sheltered area for those people who smoke, and the RI and the manager told us there are plans for further improvement such as landscaping and outdoor furniture.

## Care and Support

People who live at the home have an accurate plan of care and support which notes their interests, aspirations and how they prefer their needs to be met. These plans reflect comprehensive assessments of people's needs and preferences carried out on admission to the home. A 'my hopes and dreams' document outlines people's aspirations and daily notes reflect people's progress towards achieving these. Records clearly show how staff have supported people to reach their outcomes. One person's plan noted they want to explore learning opportunities at a local college and records show how they were fully supported to do this, attending an open day and a trial session. People are given opportunities to be independent within the home, e.g. one person told us how they were looking forward to cooking the evening meal; we saw ingredients had been purchased ready for them to do this. Another person told us they are proud of how they have progressed towards achieving their outcomes since being in the home. We saw a letter from a professional praising the service for the support given, outlining the many positive benefits for a person living there. It is evident the service is effective in meeting people's needs and helping them achieve their outcomes.

People choose what they want to do every day. Records show when people choose to go walking, shopping, visiting family and friends or attend a gym, staff support them by driving them to the location and encourage them to do what they want to do safely. Risk assessments are in place to ensure any activities are safe and specify what support is required by care staff.

While at home, people have a choice in what they would like to do. Some people choose to play on their games console, chat with staff, cook or be creative, making things such as cards. One person has their family dog to stay once a week to take it for walks. People choose what they want to have for their meals; they are involved in selecting ingredients, shopping, and preparing meals. Domestic chores take place as they would in a family home; people look after their own bedrooms and laundry, albeit with support.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show people have appointments for example, with their doctor, chiropodist, dental practitioners, and optician. People know they can access advocacy services to help them to make independent important decisions. Records evidence the service is proactive in seeking advice and support for people when they need it.

There are mechanisms in place to safeguard people living in the home. Staff receive training in safeguarding and there are policies and procedures to follow should there be a concern of this nature. One staff told us how there is a big emphasis on whistleblowing in the home and all staff are aware of their responsibilities to raise concerns about practice

should they have any. Records show how any restrictions on people's liberty are made only in people's best interests and with full agreement from all concerned.

## Environment

The service is provided in an environment with facilities and equipment that promote the achievement of people's personal outcomes. The home is a large family house in a street of other similar houses. All bedrooms are large and have en-suite facilities and there is also a separate large family bathroom with a roll top bath. The accommodation is homely and comfortable. People living here are involved in deciding on decorations such as pictures for the wall and soft furnishings. One person told us how much they like their new room after opting for a slightly larger room to accommodate their double bed. Bedrooms are large enough to accommodate space for computer games and other hobbies. There are two lounges for people to spend their time and socialise as well as an open plan kitchen diner, allowing everyone to be involved in the food preparation. A back garden provides a shelter for people who want to smoke. The manager and RI told us there are plans to purchase garden furniture and undertake some landscaping.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals and clear instructions for staff on how to best support people safely. There are regular tests carried out to ensure the safety of the home including water temperatures, legionella testing, fire equipment and fire safety; electrical and gas safety. There are regular fire drills and staff have received fire safety training. The home achieved a Food Standards Agency rating of 5 in November 2022, which is the best it can be. The maintenance log shows staff are vigilant and quick to notify the maintenance person if any repairs or maintenance are required.

## Leadership and Management

The provider has governance arrangements in place to support the smooth operation of the service and help ensure it is run safely and effectively. The responsible individual (RI) oversees the effectiveness of the service with regular visits at least once every three months. The RI completes audits and asks for the views of people using the service, the staff, visiting professionals and relatives and is proactive in identifying ways to further improve the service. We spoke with the manager who praised the RI for the level of support received. Support staff also praised the manager and the RI, expressing how they feel valued and how their views are sought and important. One staff told us how they feel they have found their vocation; they love the role and wish they had done it sooner. Recorded minutes show regular meetings with staff are used to canvas views about the service and identify ideas for further improvement.

People are supported by appropriate numbers of staff on duty at any one time. Employment checks are in place to ensure staff are suitable for the role. Staff are provided with the training necessary for them to work safely and effectively. The manager and RI explained how people living in the home are involved in the recruitment process; they expressed how important it is to select the right people with the right attributes for the job

We spoke with staff who are very familiar with the needs and wishes of the people they support. They feel they are providing an effective role and are praised by the management team for their input. Staff have regular one-to-one supervision with their manager, giving them opportunities to reflect on their performance, plan their career and generally reflect on practice and their well-being.

Staff are trained to carry out their role with knowledge and expertise. Records show staff have attended mandatory training, including safeguarding, mental health and safe practice topics such as fire safety and moving and handling. On the day of our visit, specific training was taking place to help staff meet the needs of an individual. Records illustrate the service enjoys a good relationship with external professionals, working together to ensure the best support and care is given.

### 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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**Date Published** 12/01/2023