



Inspection Report on

Annedd

**Heol Y Gaer
Llanybydder
SA40 9RX**

Date Inspection Completed

10/09/2024

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About Annedd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Wellcome Care Homes Ltd
Registered places	27
Language of the service	English
Previous Care Inspectorate Wales inspection	10 September 2024
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 and their families are happy with the care and support they receive from care staff who are experienced and patient in their approach. Care staff take their time with people when undertaking tasks and are respectful of people's wishes and preferences. Welsh is the first language of some people living at Annedd and there are enough Welsh speaking staff to enable them to converse in the language of their choice.

Staff are safely recruited and receive mandatory and suitable ongoing training for their role. The manager and senior staff are supportive and approachable. The Responsible Individual (RI) visits regularly and has good oversight of the service. Policies and procedures are in place to keep people, staff and visitors as safe as possible. Health and Safety checks and audits are completed as required.

The building, its grounds and contents are maintained to a good standard and repairs undertaken in a timely manner. An ongoing decorating program ensures the inside of the home is also well maintained. It is a warm and homely environment with good standards of hygiene and cleanliness.

Well-being

People are treated with respect and can choose how they spend their day. They decide what time they go to bed and when they get up, who they spend their time with and what they eat at mealtimes. The layout of the building enables people to move freely throughout the communal areas which is especially beneficial to those who have conditions such as Dementia and like to move around. Care staff support people to spend time as they choose whilst respecting their dignity and ensuring their safety. One relative told us, *“I visit and see a lot, they (care staff) are very careful and caring”*. People have developed positive social relationships with other individuals they live with, and we saw people greeting each other at breakfast and supporting each other throughout the day. One person said, *“I have made a friend over there, so I am not lonely”*.

Care staff know people well and notice any changes in their presentation. Timely referrals are made to health and social care professionals to ensure people’s mental and physical health is optimised.

The service provides the ‘Active offer’ of the Welsh language. This means providing a service in Welsh without people having to request it. Several people speak Welsh and converse with other individuals and staff through the medium of Welsh. Care staff respect people’s language and cultural preferences and make efforts to communicate in Welsh even if they only have a limited understanding of the language. Documents can be available in Welsh if required.

The importance of maintaining relationships with friends and family members is valued and visitors are welcome at any time during the day. They can spend time in communal areas or the person’s own room. A staff member said, *“I don’t think of it as coming into work, I think of it as coming into their home”*. The building is secure, and visitors are required to ring the bell and care staff will then let them in. A signing in book is also in use.

People are protected from harm and abuse. There is a Safeguarding policy in place and care staff have completed Safeguarding of vulnerable adults training and know the process to report any concerns they may have. Staff are confident the manager and senior staff would act on any concerns raised.

Care and Support

There is a relaxed atmosphere at Annedd and care staff respectfully take their time when providing care and support to individuals. One staff member said, “*We provide good care, I'd be happy to have my parents here*”. Care staff are considerate in their approach and make sure people are aware of any care and support that is being provided. People and their families told us they are happy with the level of care provided.

Personal plans provide up to date detailed information for care staff on the care and support needs of people. A digital system has recently been introduced and senior staff are in the process of transferring the data across from paper records. The fundamental information has been transferred and the remaining information such as the background and social history of individuals is now being completed. Care staff input details of care and support provided with handheld devices in real time ensuring records are kept up to date. Personal plans would benefit from more background information and the life history of individuals to help care staff know more about the person they are caring for and provide a wider understanding of their support needs. The manager is aware and has highlighted this in the recent quality of care report as an area to improve. Once the transfer of documents is completed from paper to digital it will provide a more detailed and efficient recording system where all the care records will be in one place, and these will be easily accessible to care staff.

There are opportunities for people to take part in organised activities and care staff also provide short ad hoc activities during quieter times. This can involve music and singing, ball games or chair exercises and is led by people's mood and motivation. There are plans to hire a minibus to provide short trips out and people and staff are looking forward to this happening once a company has been sourced.

Effective medication systems are in place and medication is administered and stored safely. Medication administering records looked at were mostly correctly completed and up to date. Audits of medication records are undertaken, however we found two items in the fridge which had not been dated on opening and an audit had failed to identify the errors. This was addressed immediately and the manager agreed to remind staff of the medication policy and audit process to ensure compliance and the well-being of individuals.

Environment

The home has a welcoming and homely environment which is clean and free of clutter. Soft furnishings are appropriate and ongoing updating is undertaken, bedrooms are redecorated before any new person moves in. People have personal belongings on display in their rooms including photos of family members and favoured items.

Communal areas are spacious and set out in a way that supports the needs of people with mobility and cognitive issues. People can roam freely and safely around their home. The garden is spacious and well maintained. However, due to people's support needs they can only access outside when there are sufficient care staff available.

The building and its contents are maintained to a good standard. A handyperson undertakes service, and health and safety checks and audits to ensure it remains a safe place for people to live, work and visit. Firefighting/prevention equipment is regularly checked and serviced. Fire drills are completed, and a report written to highlight what worked well and if there are any areas that require improvement. A recent inspection was undertaken by the Fire service. Some adjustments have been made following this.

Any minor issues or repairs noted by staff are recorded and checked by the handyperson daily. Repairs are then prioritised and completed. Any materials required are purchased as needed. The handyperson takes pride in their work and is motivated to keep the home and grounds a pleasant environment for people to enjoy. They are also qualified to deliver Fire and Control of substances hazardous for health (COSHH) training to staff.

Leadership and Management

The manager and Responsible Individual (RI) have good oversight of the service and strive to improve outcomes for people. The RI reports are completed within the timescales required. They would benefit from more detail to evidence that the RI has consulted with people and staff to gain their views on the quality of care provided. Staff told us they regularly have opportunities to speak with the RI but their views are not reflected in the RI reports.

Audits are undertaken on falls, accidents and incidents and these are then reviewed and analysed to identify any actions that are required to improve safety and wellbeing outcomes for people. This may include a review of a person's medication, a referral to health or additional equipment being put in place to reduce risks.

There is a good recruitment system in place and the necessary checks and references are obtained prior to new staff starting. This ensures they have the required qualifications and experience and are of suitable character to undertake their role. We did however find gaps in the details of job history on some application forms. This was discussed with the manager who agreed that changing the format of the form would help as there is limited space on the current form. Staff have an up to date Disclosure and Barring Service (DBS) certificate in place and are registered or are being supported to register with Social Care Wales the workforce regulator.

Several staff did not have one to one supervision sessions as frequently as they should however all staff have now received supervision, and the manager assures us this will be undertaken within the required timescales going forward. Staff told us they can approach the manager and senior staff to discuss any concerns or queries they may have on an ad hoc basis in addition to the required three monthly individual supervision. Staff describe the manager as approachable and feel confident that any concerns they raise will be addressed. Training is provided and staff are mostly up to date or in the process of ensuring they are up to date.

We looked at key policies and found them to be up to date with the relevant information. The Statement of purpose reflects the provision of care that the service provides and has recently been updated.

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.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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