



## Inspection Report on

**Llys Newydd Care Home**

**Llys Newydd Care Home  
Heol Lotwen Capel Hendre  
Ammanford  
SA18 3RP**

## **Date Inspection Completed**

21/10/2024

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## About Llys Newydd Care Home

|   |  |
|---|--|
| Type of care provided                                 | Care Home Service<br>Adults Without Nursing  |
| Registered Provider                                   | HC One Limited   |
| Registered places                                     | 35   |
| Language of the service                               | English  |
| Previous Care Inspectorate Wales inspection           | 08 March 2023  |
| Does this service promote Welsh language and culture? | This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service. |

### Summary

People living in Llys Newydd receive a high standard of care in a well-managed service. They, and those important to them, are happy with the care and support offered.

The manager is generally well regarded and the Responsible Individual has a high level of confidence in them. The manager is supported by an experienced deputy and a team of workers to support the running of the service.

Care workers are appropriately trained and supervised and most feel valued. They seek opportunities to make things better for the people living at the service.

The physical environment, together with the relationships people have with those caring for them, supports their well-being, resulting in a calm, friendly and well organised atmosphere.

## Well-being

The provider takes the steps necessary to make sure people are safe and protected from abuse, harm and neglect. Care workers know what they must do if they suspect a person is at risk and are confident that if any concerns are raised, the manager would take the actions necessary. Staff have received training in safeguarding.

People and their relatives have a very high level of confidence in the service. They find the manager and her team to be approachable and receptive. They feel they made a good decision to choose Llys Newydd. One told us they took a liking to *“the vibe”* when they visited the service initially, and described the staff as *“so caring, wonderful”*. Another said *“we are 100% pleased. Couldn’t wish for better”*. Another described the service as *“like home from home”* and one person said *“they look after me very well”*.

People get the right care and support. Medical advice is sought in a timely manner which is very reassuring for people and their relatives. Referrals are made to a range of professionals, depending upon the need and care workers assist, where possible, to make sure people attend for appointments. Medication is administered by care workers who are suitably trained and have been assessed as competent.

People can enjoy relationships with their families and the local community. Some people like to spend time in the local area, and care workers try, as far as possible, to accommodate this. Visitors to the home always receive a warm welcome from care workers.

A number of the staff are Welsh speaking and during the inspection we observed friendly conversations in both English and Welsh. Care plans and other information can be made available in Welsh if this is requested.

## Care and Support

People have individualised care and support plans. These contain information about “What is important to me”; “people who are important to me” and “please do and please don’t” to make sure care is as person centred as possible. Daily records are maintained and these are comprehensive and mostly person centred. Additional records are kept for people who have repositioning needs and enhanced dietary needs. There is a plan to move to an electronic recording system and paperwork is currently being streamlined to facilitate this. Care records are reviewed regularly to make sure any changes in need are identified and care plans reviewed accordingly.

People’s physical health needs are met. Care workers know how to recognise if a person’s skin is at risk due to immobility. They know who to report any concerns to and the actions they are required to take. Repositioning records show care workers attend to this need as set out in the care plans in most instances. The manager attributes any gaps to omissions in recording and is confident that repositioning is carried out. Relatives have high levels of confidence in the team to recognise and take action if they see a person appear unwell. Medical advice is sought and relatives are contacted.

There are some things for people to do. Well-being workers are employed and provide cover five days a week. They are well-regarded by the team and spend time thinking about what people can do and what they can achieve, and plan activities around this. Some workers think people would benefit from having activities offered on the weekends also. There are both group and individual activities. One person said they enjoy going out to a local restaurant and some other like to go to a local ice-cream parlour. People are encouraged to take part in some exercise sessions and quizzes, but any decisions not to take part are respected by care workers.

The relationships people have with those caring for them is very good. Interactions are friendly with some appropriate humour and banter. Care workers know people well and representatives confirm this. Care workers are motivated to do their best for people and have a good rapport with families to work together to achieve this.

There is a good understanding of the importance of good nutrition. A care worker described the chef as “*very conscientious*”. The kitchen has been awarded the maximum score of five by the Food standards Agency and has recently been refurbished, with the work almost finished. Meals are made using fresh ingredients and the chef is satisfied with the quality of ingredients supplied. People’s dining experience is enhanced because the staff have “show plates”, making it easier for people to make an informed choice about their meals. Care workers then go to each individual to offer the vegetables of their choice from a selection. This demonstrates the values of the service around voice, choice and control. People are positive about the meals describing it as “*nice*” and another said “*I like it*”. Relatives are also positive, with one describing it as “*beautiful*” and another said “*the food is very nice*”.

Special events are celebrated with one relative saying how appreciative they are of the efforts made by staff to celebrate a person's recent birthday, telling us "*They did a lovely birthday tea*".

## Environment

People live in a service which meets their needs. The service is in a residential area and accommodation is provided over two floors. There is a lift and a stair lift to assist people to mobilise throughout the service. Standards of cleanliness throughout are good and the housekeeping staff have the products and equipment they need to carry out their duties.

There is a large lounge on the ground floor which is well decorated and reasonably comfortable. A smaller lounge on the first floor is used as a quiet area for people and their visitors. Both are light, bright and airy.

The dining room is nicely decorated and has the capacity for everyone to use if they choose to for their meals.

A number of the bathrooms have recently been refurbished and work is ongoing to decorate the corridors. There is signage in both English and Welsh to help people navigate their way through their home.

Bedrooms are personalised with items of furniture, soft furnishings and photographs. Some people pursue hobbies and interests in their bedroom. A number have ensuite facilities and there are additional bathrooms and toilets throughout the service.

The kitchen is almost at the end of a refurbishment and has been awarded the maximum score of five by the Food Standards Agency. The chef has the equipment and storage space they need. Cupboards are well stocked with both perishable and non-perishable items.

There are some processes in place to ensure good infection prevention and control. The laundry room has a separate way in for dirty, and way out for clean laundry. A new washing machine is being installed and housekeeping staff who are responsible for the laundry have the equipment and products they need.

A record is maintained of visitors to the service and the external doors are kept locked to make sure care workers know who is in the service at all times, and to reduce the risk of people leaving the service without the knowledge of staff. The garden is generally well maintained and offers people a safe place to spend time when the weather permits. There are raised beds which people have worked on.

A maintenance worker carries out the majority of the routine maintenance and redecorations, and the company have additional workers who can be called on in an emergency. Some maintenance work is being carried out to repair the guttering and to replace some windows.

There are some effective governance arrangements in place to make sure the environment is maintained to a good standard. A comprehensive audit shows a range of areas are

considered, including fire safety, water, COSHH (Control of Substances Hazardous to Health) and moving & handling equipment. This is completed by a range of experienced people and sets out clearly where the service is meeting the required standards as well as where improvements are needed.



## Leadership and Management

There are some very effective processes in place to monitor quality. The Responsible Individual visits the service regularly and staff know and feel able to talk to her. The reports written are comprehensive and reflective with areas for improvement and development clearly noted, as are the areas where the service is performing well. A daily meeting takes place with staff from each area, and the plans for the day are discussed, including the areas to be deep cleaned as well as what work the maintenance worker is doing. Care staff then review any incidents and discuss any assessments and appointments. Any changes to people's health is discussed to make sure the team, and the manager, know what the priorities are for the day. Most days there is a "Resident of the day" where a special focus is placed on that person. This includes reviewing the care records, deep cleaning their room and spending some additional time with them.

A range of quality audits are completed, including one by a local pharmacy service which shows a high level of compliance. People's dining experience; infection prevention & control and an internal medicines managements audit have recently been completed and all come out with high scores and set out clearly the areas where any additional work is needed.

Care workers are appointed following a safe recruitment process. Files contain the information needed, including references and employment history. Files are well organised and easy to navigate.

Supervision is mostly up to date and care workers get balanced feedback on their work. The training matrix shows most training is up to date and care workers have the training they need to safely and effectively carry out their duties. Care workers have training in a range of areas including dementia care; fire safety, person centred care and use of equipment. New starters have a period of induction which takes place in the main corporate office as well as an induction within the service which includes shadowing more experienced workers.

There are some opportunities for promotion with care workers being promoted within their roles. Staff work flexibly to meet the needs of the service as well as helping them to maintain a healthy work-life balance, with some staff working on an ad hoc basis in other areas of the service and others moving on a more permanent basis. All care workers are Registered with Social Care Wales.

Most staff feel valued and part of the team, describing the management as "*understanding*" and "*flexible*". However, some care workers are more critical, with one saying "*half the time I don't want to be at work*" and another said they were looking for other employment. The manager is very proud of their team, and most are motivated in their work, describing the job as "*rewarding*". But not all care workers feel the staff all make the same effort, with some saying more initiative and better team working is needed. The manager is aware of this and working to address these challenges.

### 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.

### Area(s) for Improvement

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

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**Date Published** 07/11/2024