



Inspection Report on

Wimsly Care Home

**9 St. Davids Road
Llandudno
LL30 2UL**

Date Inspection Completed

7 June 2023

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About Wimsly Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bhusan Ramnath
Registered places	19
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 is a service that is working towards providing an 'Active Offer' of the Welsh language.

Summary

People living in the home are happy with the service they receive. They choose the food they want to eat, choose how they want to spend their time and where they want to go. They are listened to, and changes are made to accommodate preferences. People are happy with staff who support them, describing them as '*wonderful*' and '*unbelievable*', '*friendly and kind*'. The staff are safely recruited and are trained to ensure they are competent; many have worked at the home for several years. People and their families are involved in putting together their plan of care, so support is delivered in the way they need and prefer.

The environment is clean, homely and tidy but more frequent fire alarm tests are needed to ensure it is always safe. The provider values the views of people who stay in the home but needs to carry out effective audits, and other checks and measures to be certain the home is always running well and any areas for improvement are identified and swiftly addressed.

Well-being

People have choice and control regarding the care and support they receive at the home. Personal plans are devised with people and their relatives so that desired outcomes and preferences are recorded and shared with staff. People choose where to spend their time and how they carry out their day. They follow their own interests and do what they want to do. People enjoy the musicians who come to the home; they sing along and dance to the music. People choose what they want to eat and enjoy the food. There are some Welsh speaking staff and some signs are bilingual.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice promptly as it is required. People are happy their health needs are quickly met; the GP is called promptly when they are ill and health professionals visit the home. Nutritional and fluid intake is recorded when there are concerns about a person's health, and there are risk assessments tailored for each person to keep them safe. People's care and support needs are reviewed frequently so that any changes are quickly identified. A visiting professional was able to provide examples of effective care and support which enabled recovery and return of independence to one person.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. The manager and/or senior staff are always present in the home so staff can raise concerns quickly. People say they feel protected, safe and secure at Wimsly.

The accommodation provides a warm, clean and welcoming environment, with a choice of places for people to spend their day. People's independence is facilitated through provision of various mobility aids and a lift to take people between floors. We found people cannot be certain they are always safe in the home as fire alarm tests are infrequent and inadequate to ensure fire safety measures are effective. This is placing people's well-being at risk.

The responsible individual (RI) visits the home at least every three months. They do not record aspects of the home considered at each visit; they do not carry out audits or other checks to ensure the home consistently runs well so that the environment is well maintained, and records are accurate.

Care and Support

The manager considers a range of views and information prior to accepting anyone into the home, to ensure they are able to meet individuals' needs and support them to achieve their personal outcomes. We saw people have a comprehensive and person-centred plan of care, which includes their preferences, their history, skills and interests; also information about their physical, emotional, and mental health needs. Records evidence family and health professionals share their knowledge of what matters to the person and how their needs should be met. A professional social worker told us the manager goes to great lengths to ensure as much information is available as possible.

Each person has an accurate and up to date plan for how their care is to be provided. Care delivery plans give specific detail on how needs are to be met according to people's preferences and needs. These plans and associated risk assessments are reviewed at least every three months. People gave us positive accounts of their experiences at the home. They told us they live their lives how they want to. Two people were planning a walk into town; it was clear in care plans this and other independence skills, are encouraged in everyone. A visiting professional gave an example of very effective care; the care home had supported a person to regain some vital life skills, so they were able to return to their own home again.

People are regularly consulted about their preferences as key workers or senior staff seek their views about a range of topics related to their lives in the home. People told us staff are excellent in making sure their needs are met in the way they want. One person commented on how much weight they had put on since being in the home, such is the quality of the food. Choice and portion sizes were complimented, and we saw people enjoying their dining experience, clearing their plates. People enjoy pursuing their own interests such as reading, puzzles, listening to their radio, visiting the local church and taking part in occasional baking and crafts. The manager has become aware residents want more of this and is taking steps to arrange it. Staff confirm the manager encourages them to spend time talking with residents and a visiting professional told us she often sees staff sitting in the lounge talking with people.

People are supported to access healthcare promptly when it is needed. Risk assessments are individualised for each person's needs and abilities. Health is monitored closely with basic health checks carried out by care staff, and the home enjoys good relationships with local doctors. We saw people have annual checks and medication is also reviewed.

Environment

The service is provided in a home that meets the needs of people living there. There are two comfortable spacious lounges to choose from; there is an internet connected television so people can watch programmes and films that interest them, on demand. Bedrooms have ensuite facilities or are very close to a toilet and there are adequate assisted baths and showers. The home is clean and tidy throughout, although with some minor areas of maintenance required. We saw rooms are bright with cream-coloured walls and personalised with more bedding and curtains of chosen colour, photos and things that are important to the person. A visiting professional told us when they visit, the home is always “spotless”. We saw aids and equipment including grab rails assist people to move around the home, and there is a lift to move between floors. People told us they like their environment; we saw people moving throughout the day from one room to another, freely choosing where they wanted to sit. Seats outside allow people to enjoy the fresh air and sunshine. People enjoy their environment, describing it as “*a home from home*”.

The service provider has measures in place to identify and mitigate risks and maintain the safety of the home but these need improvement. We saw risk assessments to keep people safe including up to date personal evacuation plans in case of an emergency. Wardrobes have been fastened safely to walls to avoid the risk of them falling. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. We saw corridors and fire exits are free from obstacles. Gas and electrical safety checks have been carried out and fire equipment has been tested. In 2022, the Food Standards Agency awarded a rating of 5 which is the best it can be. Records show fire alarms have not been tested regularly. We raised this matter in a previous inspection, but it still has not been addressed. The manager explained this is the maintenance person’s responsibility and they do not visit the building frequently enough to carry out these tests as required. This is an ineffective arrangement that is placing people’s health and well-being at risk. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

Leadership and Management

The provider has insufficient governance arrangements in place to help ensure the service is running effectively and safely. The responsible individual (RI) is responsible for overseeing the service and should record what aspects are audited and/or checked during their mandatory quarterly visits to the home. The RI does visit the home frequently, people told us the RI always stops to chat. However, checks and audits are not carried out during these visits. We saw areas that would benefit from being part of a frequent audit carried out during these visits, such as the maintenance of the environment, frequency of fire alarm tests, and the views of staff regarding the service. This matter was raised in the previous inspection as an ineffective arrangement. We have therefore issued a priority action notice. The provider must take immediate action to address this issue.

There are quality assurance processes in place which the manager intends to further improve. They have questionnaires to issue to relatives and visiting professionals. We spoke with a visiting professional who expressed great satisfaction with the service, praising many elements of the care provided, especially the focus on independence skills. The manager told us the views of people using the service are sought by senior staff every three months and the statement of purpose confirms this. People using the service told us they are asked for their views. These are fed into the Quality of Care review report which the manager completes every six months. The report outlines what is working well and what can be improved.

People are supported by appropriate numbers of competent staff. Working rosters show there are sufficient staff on duty at any one time to meet the needs of the residents. Care staff told us they almost always have time in the afternoon to sit in the lounge and socialise with residents. We saw staff are always around and attend to people whenever needed.

Records show they are properly vetted prior to employment to ensure they are suitable for the post. We saw mandatory training covers a range of relevant topics including areas specific to individuals. There are also a range of policies and procedures in place to help instruct staff and keep residents safe. The manager's regular presence allows plenty of opportunity for staff to discuss any issues. We spoke with staff who confirmed they feel supported; they told us how their personal circumstances are acknowledged and catered for when possible. All staff have one to one, formal supervisions so they can discuss practice issues, their own health and wellbeing and their aspirations for their career.

The manager informs Care inspectorate Wales of any notifiable incidents or accidents that have impacted on people. They share information with the regulators and with local authorities when required, showing integrity and a desire to work with other agencies.

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
57	Regulation 57: Health and Safety: The service needs to ensure that the fire alarm tests are tested weekly.	Not Achieved
73	Regulation 73: Responsible individual formal visits: The responsible Individual is required to complete a report of the formal visits conducted at the service.	Not Achieved

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
60	The service needs to ensure that all incidents or events which meet the requirements under Regulation 60 should be sent to CIW as an online notification.	Achieved

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