



Inspection Report on

Annedd

**Heol Y Gaer
Llanybydder
SA40 9RX**

Date Inspection Completed

13 and 21 October 2021

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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	
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 are happy with the care and support they receive. Experienced care workers are guided by accurate and up-to-date plans. Interactions are positive and sensitive to individual need. People value the Responsible Individual (RI) and manager of the service and have confidence in them. The well maintained environment with accessible gardens and outdoor spaces, promotes people's well-being. The provider has oversight of the service and uses quality assurance systems to make improvements. The RI visit reports do not evidence how they involve people in quality assurances.

Well-being

People receive person centered support. Senior staff involve health and social care professionals to help people remain as healthy as possible. Key workers maintain personal plans that focus on things that matter but do not evidence people's involvement. An individual told us *"I used to be a carer and I hope I was as good as these lot, they are excellent"*. Inclusive activities are valued and support people to be active and social, while promoting their health and well-being. People are respected and interactions with workers are positive and understanding. When discussing the care, a family member said *"we landed on our feet with Annedd, I can't say enough about them, they understand him so well"*. People live in a service that is working towards an 'Active Offer' of the Welsh language and are able to choose to communicate in Welsh or English. A representative said *"mam's first language is welsh and she is glad there are so many staff who can talk to her"*

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the manager.

The home is clean and comfortable, individual rooms are personalised. There are different communal areas for people to use to do things that make them feel happy. Well maintained gardens are accessible and enable people to do things that helps them remain healthy.

Governance processes are comprehensive and focus on developing the service by using information from internal audits. However, the six monthly Quality of Care Review and quarterly RI visits do not evidence people or staff being involved. The RI intends to amend reports to ensure they evidence contributions made by people and staff at the home.

Care and Support

People are happy with the care and support they receive. We witnessed many positive and considerate interactions. People communicate with each other and the staff team in both Welsh and English. A person who lives in the service told us *“They are brilliant and I’m very comfortable with them, they are lovely”*. Care workers told us *“I absolutely love the residents”* and *“I love working here, were like a big family”*. The manager assesses a range of information from the person, their representatives, workers and external professionals. The provider has up-to-date plans for how it provides care and support to individuals. A relative told us. *“Mum has been at the home for 5 years and it’s good”*. Care workers regularly review plans so they remain relevant but do not always record how they have involved people. The manager is addressing this and we will check for evidence that people are involved in the next inspection. Daily notes are informative; issues around not recording compliance with plans has been resolve and care interventions are recorded correctly. We saw good evidence of health and social care professionals being involved with people documented. A health and social care professional told us *“the carers really know the service users well, they understand their needs and history, they are also up to speed on what’s been happening and can answer questions”*.

The pandemic was a challenge, staff describe a whole team approach to ensuring people got the right care and support. Family and friends stay in contact by using video and phone calls. A visiting pod is available and people enjoy meeting their friends and family in the gardens.

Activities are an integral part of the service and currently facilitated by a volunteer, who told us *“I love it here and I get so much out of helping people, residents seem to enjoy what we do”*. People enjoy a variety of options that enables them to be physically and socially active. A relative told us *“the home make sure she is able to do things she enjoys, like getting her hair done, it’s important for her”*

Sufficient staffing levels are in place to meet the needs of people living at the service. Staff have enough time to spend with people and have a good understanding of individual needs and preferences. We observed care workers using positive communication to reassure people and to help them feel safe.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, we observed staff wearing the correct PPE and following Public Health Wales guidance.

Environment

The manager of the service ensures the environment supports people to achieve their outcomes. Well-designed communal areas, encourage people to interact with each other or have quiet time alone. Assistive technology, photographs and companion pets promote independence for people with memory challenges. Individual rooms are personalised with people having their own pictures, paintings, furniture and ornaments. Well maintained grounds enable people to do things they enjoy, people have grown and cooked their own vegetables. A person who lives at the home said *“The home is spotless, it’s lovely that people can come down and have a chat with each other or the carers”*. The maintenance coordinator resolves issues promptly and has a rolling decoration programme. A dedicated domestic team maintain high standards at the home and one said *“I absolutely love the residents and I try and make sure the home is spotless for them”*

Regular Health and Safety audits of the property are completed. The home is compliant with Fire Regulations and testing of fire safety equipment is up-to-date. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five. The dining room is inviting and encourages interaction, people make daily choices from the menu and alternatives are available. A person who lives at the home told us *“the grub is lovely and if I ask for extra I get it and its lovely”*.

Additional COVID-19 measures are in place. We observed sanitation stations throughout and a strict testing procedure for all visitors.

Leadership and Management

The provider has arrangements in place for monitoring, reviewing and improving the quality of the service. RI statutory quarterly visit reports and six monthly Quality of Care Review; use information from quality audits and lists actions to improve the service. These reports do not evidence consultation with people or their representative or staff who work at the home. The RI is going to address this and we will check how people are involved in quality assurance during our next inspection.

Many of the staff describe the service as a 'family' and are positive about the leadership. The manager and deputy are accessible and supportive of the people who live and work at the home. Care workers told us about the manager and RI working with them during the worst of the pandemic and how much they valued the support. One said "*when the home had COVID [RI] was working with us and making sure the residents were looked after*". A care worker told us "*[Manager] is very approachable, we can discuss anything and she helps to solve the problem, she is covering night shifts this week and we are very grateful*". Policies and procedures are in place to support good practice and staff have a sufficient understanding of key policies. They confirmed they receive regular, supervision meetings, including annual appraisals. Discussions with staff, demonstrated a good understanding around safeguarding. We saw staff following appropriate infection, prevention and control measures. Family member spoke positively about the leadership with the manager and one said "*Communication is very good, they are so friendly and keep us up-to-date*".

Pre-employment checks take place before new employees and volunteers start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Care workers receive mandatory and person specific training to meet people's needs and enable outcomes.

Adequate numbers of experienced care staff work on shift to meet people's needs. It was evident care workers have built good relationships with people and understand their circumstances and individual need.

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. 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	N/A

	this inspection	
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