



Inspection Report on

Llys Newydd Care Home

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

Date Inspection Completed

08/03/2023

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About Llys Newydd Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	HC One Limited
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 05/07/2022
Does this service provide the Welsh Language active offer?	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

Care workers know people well, interact in a kind and caring manner and provide appropriate support. People do things that are important to them. Each person is encouraged to have a voice to discuss any issues that affect them. Personal plans clearly describe how care workers are to meet people's individual needs.

The management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) regularly visits to talk to people who live in the home, their relatives, other healthcare professionals and care workers to obtain feedback about the service. Minor improvements are required in peoples' care documentation, but care workers say they feel supported by the manager and receive regular individual supervision to discuss their work. There is a range of staff training available to help care workers support people safely and effectively.

Well-being

People have control over their day-to-day lives: one person said they are fully involved in decisions about their support, and we saw care workers spending time with people to ensure they understood the support they receive. Personal plans are detailed and contain personal preferences, life history (when able to gain this information) and family backgrounds to identify what is important to people. However, minor improvement is needed in the consistency of recording/evidencing people's involvement in the developing and reviewing of personal plans. This was discussed with the manager who will implement this immediately.

People are relaxed, comfortable and know what opportunities are available to them. Care workers encourage and support people to make choices and decisions about how they spend their time. People do things that matter to them. Each person is encouraged to personalise their surroundings in whatever way they wish.

People feel safe, relaxed, and comfortable in the home. They know how to make a complaint if they need to and are confident the manager would listen to them if they did. We saw care workers having good rapport with people. Care workers interact and support people in positive ways, with good-humoured conversations. Senior staff members always protect people's privacy and personal information. Care workers receive regular support, guidance, and training: they have been through a good recruitment process and are regularly monitored to ensure they are meeting people's needs. They can access policies and procedures to enable them to protect vulnerable people.

A relaxed atmosphere in the home helps people and their relatives feel at ease. The building is easy to navigate for people to visit friends and receive visitors where they wish.

Care and Support

People have accurate and up-to-date plans for how the service provides their support. The provider considers a range of information to ensure they can meet each person's needs. A detailed recording system provides a clear record of people's support arrangements, together with what is important for each person. Risk assessments and personal plans evidence health referrals where needed. Senior staff regularly review all documents to ensure they always remain up to date. The staff team regularly review care records, especially if support needs change.

People can take part in group activities or one to one activity, the activity coordinator arranges activities that are of interest to individuals such as knitting for one group who enjoy it. There are also activities to celebrate different events throughout the year. When we arrived the dining area was decorated with Welsh flags and daffodils in celebration of St David's Day with a lunch of cawl and later in the afternoon there was Welsh cakes, bara brith and singing. There is "round the world days" where different countries foods, music, culture etc is experienced by the home. We spoke to people who told us "*Its good here we can try different things*" and "*It's lovely here they are so helpful and supportive, I'm making friends*".

The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. Measures are in place to ensure people keep safe from infections as far as possible: this includes the monitoring of all visitors and the appropriate use of personal protective equipment (PPE) by all care workers. The service stores cleaning products securely in locked cupboards and there are guidance notes for handling the products.

The provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

Environment

People receive support in a suitable environment. The property is homely, warm, and clean. People say they feel comfortable and happy living there. Each person's private room is secure, spacious, and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos, and items of furniture. People may choose between various communal areas as well as gardens surrounding the property.

People will benefit from the provider having bilingual signage that is dementia friendly around all the home, as well as a bilingual activities timetable. This will allow people to be more independent around the home and have access to information in the format and language they need. This was discussed with the manager and RI and will be checked at the next inspection.

People are safe from unauthorised visitors entering the building, as all visitors must ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. People's personal information, together with employee personnel records, are stored safely, so are only available to authorised members of the staff team.

Clear infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002.

Leadership and Management

The provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service. The RI is in regular contact with the service, to talk with people using the service and the staff team. Regular audits monitor all aspects of people's care, including medication, infection control measures and record keeping. Any issues are resolved in a timely manner. People say they know how to make a complaint if they need to and are confident the provider would listen to them if they did.

People and the majority of staff feel very supported by management, staff told us *"I will go to management with no worries, I can be open and honest and I know they listen", "there is never a question on getting supplies I just ask for what I need and what it's for and they will get it for us"* and people told us *"they are very nice here always there to help"* and *"they take good care of us no complaints at all, other than sometimes a different breakfast would be nice but the staff are fabulous"*

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Recruitment has been difficult, and the provider has the use of agency staff when needed, the use of the same agency workers for covering shift to give consistency to people is in place. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

Care workers undertake specific training relevant to the people they support, and staff meetings give care workers the opportunity to discuss their work and to keep up to date with developments in the service. Care workers have a good understanding of their roles and responsibilities. Three-monthly employee supervision records show all care workers can discuss any issues they wish to raise, in a formal setting and have the conversations recorded. The RI identifies all actions needed to improve people's well-being into a six-monthly quality of care report.

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
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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 31/03/2023