



Inspection Report on

Y Gelli

**Vale Of Clwyd Mind
Y Gelli
61 Vale Street
Denbigh
LL16 3AP**

Date Inspection Completed

19/03/2024

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About Y Gelli

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Vale of Clwyd Mind Association
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy living at Y Gelli and told us *"Its brilliant"* and *"I also feel I can be myself here"*. They feel listened to and involved in what happens now and in their future. They pursue their interests and do the things that really matter to them. They have opportunities to try new experiences, make plans with their friends and go away on holidays. People are encouraged to increase their skills, independence and confidence.

There is a stable staff team committed to ensuring people receive the right care and support. People told us they are *"All very good, brilliant staff"*.

Systems and processes are in place to ensure good oversight of the service. The responsible individual (RI) works well with the manager and changes are being introduced to the service to benefit the people living there. There is mixed feedback from staff about the service including positive comments as well as changes and improvements which could be made. The RI visits Y Gelli and completes three monthly checks to identify any issues.

Improvements have been made to ensure fire safety checks are carried out and with general cleanliness but further improvements are still needed to enhance the flats people live in.

Well-being

People have control over their day-to-day lives and make plans for their future. They are happy with the way things are, commenting *"We do what we want"*, *"have a say in what happens"* and *"it feels so good to have a space I can finally call home and a stable space with support and freedom at the same time"*. They can access information to make informed decisions and find out what is going on in the local area for them to get involved in. People achieve their goals including moving out of the service into more independent living with the right support to prepare them for this.

Peoples physical, mental health and emotional well-being needs are being met. They told us that healthy eating is encouraged, comments include *"Also can afford to cook healthier meals"* thanks to help with living expenses. People also exercise, go walking and join the gym. People receive the right support with professional input if needed. They spend time doing the things they enjoy including making their own arrangements and socialising with their friends. Staff told us they promote people's independence, let them know they are valued, provide them with the best care and support and ensure they have a fulfilled day. Staff comments include *"Teaching the residents life skills and seeing the confidence grow, makes my job worthwhile"*. Professionals told us *"People seem very happy with the support they are receiving in Y Gelli and enjoy living there"* and *"The care they provide is outstanding. They go over and above for all the residents"*. People's comments include all of the staff *"really look after us"*. Some people told us they want to stay living at Y Gelli forever.

People are protected from harm. They told us they are happy, feel safe and can raise any concerns, commenting the manager *"is good"* and they *"can talk to them"*. Information about how to make a complaint is easily available. Staff receive safeguarding training and there is a policy in place.

People live in accommodation which still needs attention. Improvements have been made with fire safety checks and cleanliness but more is needed regarding the storage of cleaning products, removal of clutter and replacing bin lids. Full kitchen refits in people's flats have still not been completed. Other work regarding wear and tear has been put on hold until the completion of the kitchens.

Care and Support

People have up to date personal plans in place. Plans provide comprehensive information about peoples past, present and hopes for their future. They contribute to their plans and reviews as well as others involved in their care and support. People sign to say they agree with their plans and any changes are also recorded.

People are provided with care and support through a service which consults with them, considers their personal wishes and any risks. Resident's and one to one meetings offer opportunities for people to make changes in their lives or to the service. Personal plans are tailored to each individual including any likes, dislikes and preferences such as names, language and religion. Plans provide clear, detailed information for staff to offer the care and support people want and provide continuity and consistency. Personal plans include information about professionals and when to contact them if needs change so advice and support can be provided promptly. People's comments include, *"It is a good atmosphere here"* and *"It's the first time in years I have had a comfy, homely, stable, relaxed atmosphere and it's improved my quality of life at Y Gelli"*.

Daily records show any progress people have made working towards achieving their goals. Examples include preparing people to move on to community living, support with voluntary work, college courses and helping them increase their skills and confidence. People talked about their voluntary work, going to the gym, meeting up with friends, popping into town to the shops, cafes and pubs and using public transport to travel around. They told us staff are really good, helping them with shopping, money and budgeting. Staff commented on *"Teaching them life skills such as cooking and computers, everything the residents need to know before moving back into the community"*. Professionals told us *"Staff appear to offer a mixture of life skills for people to build their independence"*. Assessments and approaches are in place to support people and reduce any risks.

The service promotes hygienic practices and manages risk of infection. There is an infection control policy and staff receive training. Personal protective equipment (PPE) is available for staff. Infection control audits are completed to identify any issues. The local health board has completed a visit looking at infection control practices.

Environment

People live in accommodation which promotes their independence but their flats are still in need of attention. There are plenty of different places for people both inside and outside the service to socialise with one another or spend time on their own. People sitting in the lounge told us it had recently been decorated. A relaxation room is available for people and visitors to use called 'Top Cats'. People's comments include *"I love the top cat's relaxation room"* and find this beneficial.

People showed us their flats which are personalised with their belongings, reflecting their tastes and interests. They are happy with their flats, commenting they have *"everything we need"* and they look *"how we want them"*. Some improvements have been made regarding the general cleanliness of people's flats, with staff support and better oversight of this. People also told us staff are really good at helping them to look after their flats. More improvements are still needed to further enhance the flats including the storage of cleaning products, reducing clutter and ensuring bins have lids on. Full kitchen refits have still not commenced. Other general decoration and flooring is needed and the RI told us this work has been put on hold until the kitchens have been completed. This remains an area for improvement.

There are pleasant outdoor spaces for people to use including a courtyard and another quieter area with a parasol, table, chairs and raised flower beds. People's comments include *"I love the gardens they're highly relaxing and tranquil and have a positive vibe"*. There is a bench with a memorial plaque to remember a person who previously lived there. The front garden area has been cleared and is being tidied and planted to make it look more attractive. The handyman helps with this and people who enjoy gardening can also get involved looking after these areas. There is a maintenance list of work that needs to be done and a general log is kept of any issues and work completed.

The service provider identifies and mitigates risks to health and safety. Policies and procedures are in place which are reviewed and updated. Different audits are completed including health and safety to identify any issues. Improvements have been made regarding fire checks, personal emergency evacuation plans (PEEP's) and drills to include both day and night.

Leadership and Management

People are supported by staff who are recruited, supervised and trained to meet people's needs. Staff files contain the relevant information and disclosure and barring service (DBS) checks are completed. There is a stable team with some very long-standing members of staff. Staff have one to one supervision sessions and team meetings which provide opportunities for them to discuss and raise any issues. There are mixed views from staff about how valued and supported they feel and their opportunities to learn and develop. Staff receive training and the manager and RI have carried out an audit of this and are following up any due or overdue training with individual staff members. Staff commented on a good staff team, being part of a well-established staff team, good teamwork and communication between most staff. People's comments include *"The manager is amazing, helpful and supportive as are all the staff"*.

The RI and manager work well together and told us about the changes being introduced to the service, gradually over time. There are mixed staff responses about this. Some staff commented on too many changes, too much paperwork, better communication needed and staffing issues. We discussed this with the manager and RI. Other staff comments include *"Lots have changed for the better, this is to be continued but it's for the best and most needed"*, *"I see the changes the manager has put in place to better the lives of the residents"* and *"I feel it's a good service, excellent staffing and they really care"*. Professionals feedback is positive, comments include *"the manager and all staff are welcoming, pleasant, polite, engaging and friendly and in my opinion, this speaks volumes"*. They also said, *"I have no concerns regarding the care they provide and the current manager is doing an excellent role ensuring all residents are happy and content"*.

There are systems and processes in place to ensure good oversight of the service. The RI visits the service often as well as every three months to identify any issues. The RI attends other meetings to raise the services profile, shares information and works with others to further enhance service delivery. Certificates and awards have been achieved to drive improvements and continually raise standards. Information is collated to show how many people's lives have been positively impacted by this service and other services throughout the year.

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
44	The provider has not ensured that the service is kept safe and well maintained. Ensure there are systems and processes in place to reduce hazards to health and safety and address maintenance issues.	Not Achieved
57	The provider has not ensured that risks to health and safety have been identified and reduced. Ensure there are robust fire safety checks in place, including fire evacuation and drills.	Achieved

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