



# **Inspection Report on**

**Gwynfa**

**Gwynfa  
103 Station Road Llanishen  
Cardiff  
CF14 5UW**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**23/10/2024**

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## About Gwynfa

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	17
Language of the service	Both English and Welsh
Previous Care Inspectorate Wales inspection	
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 live in a home that meets their needs, is highly supportive of their individual situation and promotes belonging and confidence. People's health needs are mostly monitored and supported. The service is successful in supporting people with their mental health needs. People like the care workers and enjoy good working relationships.

The home offers an environment where people feel comfortable and choose to decorate their own bedroom as they wish. Communal areas offer space for people to socialise or follow activities of interest to them. The home is clean and well maintained with an ongoing programme of redecoration. All mandatory health and safety checks are undertaken.

Day-to-day management of the service is arranged by passionate managers who fully support the staff team. Audits mostly identify where improvement is required, and this is actioned. A newly introduced electronic recording system needs testing and embedding to ensure all documentation is complete, detailed, and informs ongoing care and support delivery. Care workers are trained, empathetic and passionate about the role they have in supporting people.

The provider has arrangements in place to oversee the quality of care provided. While organisational audits and visits from the responsible individual (RI) identify areas where the service needs to improve, this is not always actioned, for example, with updating and reviewing of personal plans.

## Well-being

People can speak for themselves and contribute to decisions that affect their lives, or they have representative who can support them with this. The service provider involves people in their personal care planning. Personal plans are reviewed, but people or their representatives are not always involved. People are consulted on a daily basis about the level of support they require to engage in activities of importance to them. The service offers resident meetings to promote collective decision making, encouraging people to consider others and work as a community. People can choose which available bedroom they would like when they first move in, and also choose how they would like it to be decorated and furnished. The service provides written information about what to expect from the service and keeps people up to date with information that may help them make decisions.

The service supports people to stay as healthy and active as possible. People are encouraged to have control over their lives, including their health. People are encouraged and supported to attend appointments or have visits from health professionals, including those who need support with mental health. The service helps people to attend vaccination clinics if they wish. People are assisted with medication administration and helped when medication reviews are required. Care workers follow good hygiene procedures to help prevent any spread of infection. The service supports people to monitor their health indicators, and these are mostly used to good effect, such as helping someone to prevent deterioration of their skin with visual checks and encouragement to use prescribed creams. People who may need encouragement to select healthier dietary options are supported appropriately, but some improvement around acting on people's unplanned weight loss is required.

The provider helps keep people safe and protected from abuse and neglect. The care workers and manager are very successful in helping people to improve confidence while feeling secure in a supportive community. Trust is built between people and care workers so they feel comfortable disclosing any issues they may have. The service is vigilant, and though they encourage people to have independence they are responsive when people need help and protection. The provider has systems in place to assess risks, including environmental risks. They also have measures in place to address any risks, such as personal evacuation plans, regular fire drills and health and safety checks. Personal plans identify if people are at risk and the level of support required to reduce the risks. The service checks care workers are fit to work with people in a vulnerable situation.

## Care and Support

The provider involves people in developing their personal plan, but improvement is required to ensure people's care and support needs are kept under review. A new electronic system is used to write personal plans. Information has not been fully transferred from old plans, and any new information about a person and their change in need is not being recorded. Recording systems are not showing if people or their representatives are involved in reviews of personal plans. Important information is not being considered as part of reviewing and updating of personal plans, for example, records of weights and changes to medication support needs. This is placing people's health and well-being at risk. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People are supported to make choices and do things they enjoy. People have the support of advocates if this is required to help them make decisions, especially around their finances. The service supports people to manage their daily expenses. Most people living at the home can come and go as they wish without restriction, with many accessing the local community and activities independently. When it is considered unsafe for people to do this independently, the service applies to the relevant authorities to explain why the person may need supervision. The service encourages people to be a part of the home's community, take part in organised events and activities, and assist in keeping the environment clean and tidy. Some people make choices around their health preferences, and we saw most of these are documented. The service provides indoor and outdoor smoking areas. We saw care workers providing information and reminders to people so they could make decisions based on this.

The service supports people with their physical health and are highly successful in supporting people with their mental health. People are appropriately supported to access health services, including dentists and opticians. The service supports people who need regular involvement of the district nurse, keeping good records to inform the appointments. We saw people supported with personal care and measures taken to promote good skin integrity. We saw people making choices whether to receive the seasonal flu vaccination, and their wishes respected. Many people do not have family connections and appreciate the positive relationships they are able to build with care workers and the manager. The service goes above and beyond to foster a culture where everyone is accepted and encouraged to grow in confidence. One person told us about their experience prior to living at the home, stating "*Before, I felt so alone and lived in fear,*" they acknowledged how much their life had changed and said, "*I want to thank staff for caring for me.*" People have regular reviews with mental health professionals, including medication reviews.

## Environment

People live in a location that meets their needs. People are able to visit the local community independently if they wish. Good public transport links help people to access places further afield and a minibus accessible to the service helps people to go on trips with others to places or events of interest. We saw photographs of people visiting the seaside and read in minutes of the residents' meetings how such trips are planned by people who live at the home. People access pharmacies, GP surgeries and shops within walking distance of the home. People also enjoy the local beauty spot and like to walk the home's dog for exercise and fresh air.

The environment mostly support's people's well-being. People can choose how to decorate their personal bedrooms, with some choosing a more minimalist look while others preferring lots of items of interest around them. People told us they like spending time in their rooms and have television and music to enjoy. People can choose to keep their personal bedroom locked if they wish. The communal living room and dining room are bright and suitably furnished and currently decorated ready for autumnal festivals and celebrations. Gwynfa has a well-used smoking room, though people can choose to smoke outside. A laundry is available to help people manage their own washing but there are no cooking facilities available to use. People currently living at the home have not expressed an interest to the provider to have such facilities, but when we asked if people had opportunities to cook, even as an activity, they responded by saying "*We're not allowed in the kitchen.*"

The provider takes measures to ensure equipment, and the environment is safe. Routine testing of the equipment and environment takes place. Certificates are available to evidence an external professional contractor has tested these where required, for example, with electrical, fire and gas systems. Risk assessments are in place to consider how the service can minimise risks to people. Fire drills take place, and people are involved in these. We saw thorough cleaning taking place and the home has a pleasant odour. The home has a level 5 Food Standards Agency rating, which is the highest possible rating.

## Leadership and Management

Governance arrangements are in place. The provider has a nominated RI who visits the service regularly and considers the quality of care delivered. They are supported by the wider organisational quality assurance assessors. Systems of monitoring and improving the service are mostly effective. The RI is producing reports around their findings, helping trustees within the organisation to understand the resources required and the quality of care being delivered. A statement of purpose and service user guide are available so people understand what the service can offer. These documents are available in Welsh and kept under review. Organisational specialist departments support the service with such matters as policy writing and recruitment, and we found these to be in order.

There is managerial oversight and arrangements in place for the daily operation of the service. The regular service manager is absent, but the service is being managed by a temporary manager who knows the service well. Systems are in place and mostly followed. Managers make decisions based on priorities. They help cover care provision when this is essential to ensure continuity. Care workers are suitably trained to cover most roles in the home and help cover any shortages. While audits such as those for medication are picking up issues so that errors are addressed appropriately, we found some audits are not being actioned.

Registered care workers are suitably trained, supported and offered opportunities to develop. Care workers undergo training suitable to help meet the needs of the people living at the service, including safeguarding. We received overwhelmingly positive feedback from people about the care workers, with many people appreciating the genuine care, kindness, generosity and humour they provide. We saw care workers being encouraging of people who lacked confidence or live with anxieties. Care workers are registered with Social Care Wales, the workforce regulator, having completed, or are working towards a qualification in care. The organisation is supportive of care workers, helping with some financial commitments such as fees for registration or Disclosure and Barring Service (DBS) checks. The DBS helps employers make safer recruitment decisions. There is opportunity for care workers to progress within the organisation, and the organisation recognises dedication and outstanding achievement of care workers through their awards, voted upon by colleagues.

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
16	The provider is not ensuring personal plans are	New



	effectively reviewed and revised.	
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