



Inspection Report on

Haulfryn Care Limited

**Haulfryn Care Ltd
Cymau
Wrexham
LL11 5ER**

Date Inspection Completed

05/02/2025

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About Haulfryn Care Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Haulfryn Care Limited
Registered places	23
Language of the service	English
Previous Care Inspectorate Wales inspection	24 May 2023
Does this service promote Welsh language and culture?	'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

People receive care and support from care staff who understand them and meet their needs. Care workers, residents and relatives told us people receive the care and support they require. Detailed personal plans inform staff about the support people require and want from them. People engage in activities, pursue their own interests and staff ensure their goals are being achieved. The management and staff team build positive and supportive relationships with people.

Staff enjoy working at Haulfryn. They feel valued, supported and able to learn and develop in their roles. Staff confirm they receive the support they require from managers who are regularly available and “on the floor.”

There is good leadership and management of the service. The managers work together and make change, when required, to improve the service. The Responsible Individual (RI) conducts regular visits to the service, looking at what works well, and any improvements required. Investment has been made in the home and is ongoing.

Well-being

People have control over their day-to-day lives. They told us they can make choices and are included in decisions about what they want to do each day. People are listened to, and their opinions and rights are respected. People have plenty to do. Their views are heard by managers.

People's physical, mental health and emotional well-being needs are met. People have access to healthcare services and appointments, referrals and meetings held with professionals as required. A range of activities are available for people.

People are protected from abuse and neglect. Risk assessments are in place with approaches and strategies to keep people safe. People told us they can raise any issues or concerns. Care staff receive safeguarding training, with policies in place for them to follow. People have positive relationships with care workers who know them well and who they can trust. Incident and accident forms are completed as required and the manager told us these are reported to the relevant professionals. A professional told us "*Staff are transparent and let us know of any issues*" with people, and that "*Staff know the residents well.*"

People live in a home which suits their needs and encourages independence. Individual bedrooms are personalised, and they are supported to keep them clean and tidy. Improvements are being made to the home on an ongoing basis.

Care and Support

People have accurate, detailed, and up-to-date personal plans. Plans and other relevant information are detailed, informing care staff how best to support people. Plans include people's preferences, likes and dislikes as well as some specific routines staff need to be aware of to ensure consistency and continuity. We spoke with care workers who also confirm this. Daily records show care and support is offered in line with people's plans. Reviews are conducted and plans updated regularly, with any changes being communicated with the staff team promptly. Staff handover notes are detailed and show outcomes of visits by health care professionals so care staff are aware of discussions held around individual residents.

People are provided with good quality care and support; consulted with and consideration is given to their personal wishes and any risks. One resident commented *"Staff are good with me...It's great living here...I get the care and support I need."* Another resident told us *"Staff are very good; they go at my pace...It's easy going here...I get the support I need...The owner is wonderful."* A relative informed us *"It's a caring home, they don't cut corners...My relative gets the support they need, they are well-kempt and clean and tidy...Its great here, it's very homely."* We observed care staff treating people with care and respect throughout the day, asking permission of people before they commenced to support them, and undertaking support at the person's pace and speaking with them at their own level. People living at Haulfryn, their relatives, care staff and professionals all said that there were plenty of things to do. This was confirmed as we saw evidence of activities such as people undertaking cooking and craft at Haulfryn, as well as enjoying the visit of an ice-cream van. During the day of the inspection, we saw people playing catch with staff which they clearly enjoyed. Students from a local college visited the home on the day of the inspection as part of their course, and under supervision, watched care staff interact with people living at Haulfryn and interacted with people themselves, which all parties clearly enjoyed and appreciated.

People are supported in their language of choice. Individuals' language preferences are identified prior to them coming to live at Haulfryn. We saw documentation which showed people were Welsh speaking. This information also made-up part of the information in the person's personal plan. A chart, on the wall in a communal area also showed details of staff who are Welsh speaking, and during our visit we witnessed staff speaking with people in Welsh. The RI also advised us that staff receive Welsh tuition on a Tuesday and Thursday and the home currently has an award for caring in Welsh. We were also told members of the team were attending a conference held by the workforce regulator to give a talk on what the staff are doing at the home. The RI has arranged for care staff to attend a residential course to care for people who are Welsh speakers and are receiving end of life care.

People are supported to access healthcare and other services to maintain their health, development, and well-being. Personal plans contain detailed information about professionals involved and any advice or instructions for staff to follow. All health referrals,

appointments and correspondence are recorded providing a clear account of any actions and decisions made. Professional's comments include *"It's a nice home to come to, staff are helpful and follow instructions well. Staff contact us appropriately. The home is clean, and people are well kempt."*

The service promotes hygienic practices and manages risk of infection. Domestic staff ensure the cleanliness of the home. Infection control audits are conducted to identify and address any issues. Staff receive infection control training, there is a policy in place for staff guidance.

Environment

People live in a home which provides a suitable environment for them. Bedrooms are personalised and contain people's own belongings and items which are important to them. All bedroom doors have memory boxes attached so that people can recognise their room and give them a sense of belonging. People can spend quiet time alone or with other individuals living at the home and staff, in either the lounge, conservatory, quiet room or dining area, and have choice as to where they dine/eat their meals. The home is clean and well decorated. Improvements have been made throughout the home with a new stairlift being installed recently and carpets having just been laid in some people's bedrooms. Outside areas are well kept with seating areas, flower boxes and a gazebo. The area is secure.

The service provider identifies and mitigates risks to health and safety. There are systems in place to monitor and check the environment and keep it safe. Audits are completed to identify and address any issues. There is a maintenance plan in place which shows what work has already been completed and what is still to be done. Fire checks are completed and recorded, and people have personal emergency evacuation plans (PEEPs) in place.

Leadership and Management

Comprehensive governance arrangements are in place which support the smooth operation of the service. The RI visits Haulfryn regularly which was confirmed by residents and care staff we spoke with. The RI completes a detailed review of the service every three months as required where they look around the service, view records and speak with people and staff. They also complete six-monthly quality-of-care reviews looking at what works well, and any improvements required, these are analytical. A wide range of audits are also undertaken to identify any issues/deficits. It is clear from observations and what we are told, the RI and senior managers know the service and people very well. They work together to make any changes required to improve the service. A resident told us *"I get on with staff, can have a laugh and joke with them, they are kind."* Another said, *"The owner is wonderful."* Whilst a relative commented *"Managers take issues seriously; I am always asked for feedback...I'm kept informed about what is going on."* A positive culture is promoted with an open-door policy. Management lead by example and lessons are learnt to ensure safe practices are in place and support for staff is increased. A care worker advised us *"I love it here; it's a really good place to work...Managers are really approachable."* Whilst another said, *"I see the RI plenty...Managers take things seriously and sort things out straight away."*

People are supported by staff who have been appropriately recruited, trained, and are supervised in their roles. Recruitment processes are robust, and the relevant recruitment documentation is obtained including disclosure and barring service (DBS) checks, and all staff are registered with the appropriate professional body. Staff told us they enjoy working at Haulfryn. Comments include *"It's a good staff team...everyone gets on and does what they need to do."* Staff receive supervisions, appraisals and team meetings which are conducted regularly. Care staff consider they get enough training to undertake their role, and this was confirmed by documentation we saw. Comments include *"We get loads of training."* We saw documentation which showed staffing levels were good, this was confirmed by our observations on the day of inspection and by comments made by people we spoke with.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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