



Inspection Report on

Y Garreg Llwyd Care Home

**Y Garreg Llwyd Home For The Elderly
Salem Road St. Clears
Carmarthen
SA33 4DH**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

03/09/2024

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About Y Garreg Lwyd Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	INVICTA CARE HOMES LTD
Registered places	16
Language of the service	Both
Previous Care Inspectorate Wales inspection	18 September 2024
Does this service promote Welsh language and culture?	This service anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use the service

Summary

An experienced and well-regarded manager effectively leads a team of experienced workers to make sure people receive person centred care in a relaxed and homely environment. Care workers know people well, knowing what and who is important to them.

Care workers are safely recruited and suitably trained, supported and supervised. They feel valued and part of the team and some have had their skills acknowledged and been promoted during their employment.

Detailed records help inform care, but some improvements are required to make them more person centred. Care workers know people well, and relationships between people, their families and the staff team are good. Relatives have high levels of confidence in the service.

Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers know the action they must take if they suspect a person is at risk. They have had training in safeguarding and are confident the manager would deal with any concerns to make sure people are properly safeguarded. Most care workers have up to date training in safeguarding.

Staff retention has improved, and no agency staff are used. The staff team is made up of care workers with many years experience as well as newer staff who bring an added level of enthusiasm. Some care workers are doing additional training, and all are either registered with Social Care Wales, or going through the registration process. Care workers feel valued and appreciated and describe the manager as both “*approachable*” and “*brilliant*”.

The relationships people have with those supporting them is very good. A number of staff speak Welsh and during the inspection we overheard staff speaking in both English and Welsh with people. One person told us the care workers are “*absolutely wonderful*” and another said, “*some can be sombre, but others have a great laugh*”. Relatives speak fondly of the service, describing always getting a warm welcome from care workers when they visit. Care workers speak fondly about the people they care for and conversations are friendly, relaxed and supportive.

There are some things for people to do to make sure their days are meaningful. Care workers try, where possible, to engage with people doing puzzles and other games. Some people would prefer to have more activities offered, but others are content to spend their time alone or chatting with others.

The physical environment contributes, to some degree, to people’s well-being. However, the planned improvements, as well as better use of colour, will enhance this further.

Care and Support

Care plans are comprehensive and cover a range of areas including nutrition, oral care and skin integrity. Care workers find the records helpful and have time to read them. Some are repetitive and not always written in an individualised way. The manager is looking at ways to make the plans more person centred. Daily entries are mostly comprehensive and are a clear record of how the person spent their time and the care and support given. Some people have a helpful personal profile which sets out what and who is important to the individual, and also “the things I like to do for myself” and “things I need help with”. The manager is considering ways to improve on this, with the introduction of photo books, or something similar, to capture information about the person and what matters to them.

People’s physical health needs are met. There is enough moving & handling equipment and air mattresses are used for people who are assessed as being at risk due to poor mobility. Care workers know how to recognise skin pressure damage and some people have seen improvements to their wounds since being at Y Garreg Lwyd. The correct number of care workers assist people with their personal care and mobility. The condition of some people’s skin and wounds has improved since being at the service due to the hard work of care workers and the support from the local district nurses. People’s weight is recorded and because care workers know people well, they can recognise if a person is becoming unwell, and family members and professionals are informed.

There is an understanding of the importance of good nutrition. Meals are made using fresh ingredients and there is a choice. One person described the meals as “good”, and another said they are “*tremendous*”. Some people’s weight has increased since being at the service. Food is available outside of mealtimes and special events are catered for. People are encouraged to use the dining room and it is evident that care is taken when presenting meals.

Care workers have time to meet people’s needs. Call bells are answered promptly. Care workers are not rushed and work well as a team with colleagues helping each other out. The atmosphere in the service is calm and well organised with care workers knowing their responsibilities.

There are limited activities offered. This was noted in the quality assurance report written by the manager. One person said they sometimes get bored, but most are quite content to spend time in their rooms, watching TV or reading, and others spend time in the communal areas. Some spend time away from the service. Care workers do, where possible, spend time with people either individually or in small groups. Activities include pampering sessions as well as games on the activity board, or games such as dominoes. Care workers have some time, particularly in the afternoons to sit and chat with people.

Environment

People live in a service which is suitable for their needs. All accommodation is on one level making it easier for people to mobilise throughout the service.

There are two lounges and a dining room where people can spend time with each other. Some bedrooms have ensuite facilities and many have been personalised with photographs, ornaments and soft furnishings.

The service has a homely feel which is appreciated by people and their representatives. The dining room is currently being redecorated, with new lighting and curtains. However, some parts will benefit from the ongoing programme of redecoration and refurbishment. We talked about this with the manager who is looking at ways to introduce more colour and to assist people who are living with dementia, whilst still retaining the homeliness.

Some carpets have been replaced with vinyl flooring which is easier for care workers to assist people whose mobility is impaired. Some remaining carpets are worn in places and there are plans to replace these throughout the service.

The gardens are well maintained. There is a safe patio area which would benefit from some general maintenance but offers people a pleasant place to spend time when the weather permits.

Leadership and Management

There are some effective and robust governance arrangements in place to monitor quality. The manager is very visible within the service and works flexibly to meet the needs of the service and to make sure they have time with all staff, including those on night duty. The Responsible Individual (RI) visits the service most days and has good oversight of the service. The reports written by the RI show the views of people and care workers are considered, and the quality assurance report written by the manager is detailed and reflective, noting areas where the service is doing well, and also areas where improvements are needed.

Care workers feel they have the training they need to safely and effectively carry out their duties. Training is completed in a range of areas including first aid, fire safety and dementia care. The service has recently signed up to 'Gwen am Byth' which is a national programme to improve oral health. The matrix shows some care workers need to complete training, but on the whole, most training is up to date. Advice is sought from appropriate health professionals as necessary to meet any additional training needs.

Supervision is carried out and the matrix shows this is up to date. Care workers are able to raise any ideas or concerns with the manager and are confident of getting a helpful and timely response. They can talk about aspects of their work as well as any other issues which may be affecting them, and they get helpful, constructive and balanced feedback to help in their professional development.

Care workers are appointed following a safe recruitment process. Files are generally well organised but do contain a lot of old and out of date information. There is evidence of a full employment history and appropriate safety & security checks. Most files have the correct number of references.

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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