



Y Gelli



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



01745813558



www.vocmind.co.uk

Date(s) of inspection visit(s):

08/04/2025

Service Information:

Operated by:	Vale of Clwyd Mind Association
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	10
Main language(s):	English
Promotion of 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.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Good

Summary:

Y Gelli is a residential service for ten adults. Accommodation is provided in either individual or shared flats and there is plenty of outside space for people to access and enjoy. It is well located close to local amenities with good transport links which support independence.

People are happy, their voices are heard and they have as much control over their lives as possible. They experience high quality care and support from excellent care staff who know them well. People are involved in their personal plans, attend reviews and achieve their own life goals. Close friendships and strong bonds have formed between people living there, providing emotional support and making memories together. There are ample opportunities to make new friends and stay in touch with other people who are important in their lives.

People benefit from a stable and committed staff team, who offer continuity and consistency. Care staff are carefully recruited; people have a very strong say in who works there and are actively

involved in the recruitment process. Care staff complete a variety of training with some opportunities for further promotion. They told us they all feel very well supported and are positive about the service.

Quality assurance systems and processes ensure good oversight of the service. The RI completes reports and obtains feedback from everyone, identifying what works well and areas for improvement.

Findings:



Well-being

Excellent

People live healthily and safely with significant control over their lives. Health information is recorded and professionals are contacted promptly if additional support and advice is needed. People are encouraged to make and attend appointments themselves with and without staff support, increasing their independence and respecting privacy and dignity. People have extensive information about activities on offer locally. The manager produces booklets of these as well as other information about support and advice which people can access without having to ask. Management and care staff are highly creative, successfully encouraging people to go out more, building their confidence and raising self-esteem. Resident's meetings are extremely well attended and people are kept informed of what is happening. A person acts as a representative obtaining everyone's views and voicing these at committee meetings. People are very complimentary about the service. Comments include, *"Empowers individuals and supports individuals to be the best version they can possibly be"*. They are upskilled to move on to live more independently in the future.

People have excellent emotional wellbeing because they experience safe, healthy and positive relationships. They have trusted and supportive relationships with the people they live with, care staff and others. People have formed close friendships and look out for each other. They told us *"We all get on like a family, all each other's best friend"*. People thoroughly enjoy spending time together for example cinema and movie nights, offering to cook meals for each other and they like a game of bingo. They choose to go out together for activities, birthday celebrations and socialise, including going to the local pub on the weekend. People also told us what works well is the *"Relationship between staff and residents"* and *"The kindness and support shown to residents"*. Care staff said, *"We are all fully committed to the people we care for"*. People spend quality time and keep in contact with their families and other important people in their lives.

People are safe and protected from abuse and neglect. There are safeguarding measures in place and care staff receive training with policies and procedures to keep people safe. People told us they feel safe and can raise their concerns. Comments include *"Feel safe, settled environment, emotionally, physically very secure, mentally couldn't get a more stable environment"*. Resident meetings include discussing if people have any complaints, concerns or compliments which are responded to and recorded.



People have accurate and up-to-date personal plans. Plans are extremely person-centred and people are involved in creating these and agreeing with their content. They also actively attend and contribute to their own reviews, making changes in their lives and plan for their future.

People are offered very high-quality care and support. They are positive about their care and support and told us this is 'Excellent'. Comments include *"100% brilliant, happy living here, perfect"* and *"Very resident centred and passionate, best thing that's ever happened to me"*. Care staff said, *"The service puts the residents at the heart of what matters in terms of needs, desires, care and support offered"*. Personal wishes and preferences are recorded with a very strong focus on people's strengths. A well-established staff team are highly proactive, contacting relevant professionals at an early stage whenever needed. Extensive information is recorded about health and wellbeing and care staff complete a wide range of training to offer support which is highly effective. People take control of their own health and wellbeing, encouraging and motivating each other to live healthier lifestyles and exercise more. Care staff and the manager are readily available, offering reassurance and opportunities to talk about any topics.

People are continually achieving their personal goals and their plans include 'My proudest moments'. Care staff are exemplary at supporting people to overcome obstacles which has significantly enhanced their quality of life. Examples include finding work, joining groups, activities and accessing further education. People told us, *"I try to be busy and have a fulfilled life"*. They have new experiences including using public transport, going on a first holiday and all going out together for a Christmas meal. Care workers commented *"I enjoy working alongside all the residents so they can reach their goals in life"*, *"It's a pleasure and so rewarding watching them thrive"* and *"The service builds its care around each resident to deliver positive outcomes for each individual"*.

People's medication is safely managed. They self-medicate where possible, taking control and increasing their independence. Routine audits are also completed regularly to identify any issues.

People are protected from harm and abuse. We saw the concerns and complaints log has no entries recorded in them. There is a box for any suggestions and complaints for people to use if they want to do so. People told us they feel safe living at Y Gelli and can raise any issues themselves.

People's risk to infection is safely managed. There is an Infection control policy in place, care staff receive training and audits are completed to identify and address any issues. People are encouraged to look after their own flats and keep them clean and tidy.



Environment

Good

People live in an environment which meets their needs. Since the last inspection, work has been completed to replace eight out of ten kitchens in the flats. We saw these flats have had new full kitchen refits including new cookers and flooring. These areas have been redesigned to ensure they suit the particular needs of the people living there and are purposeful, encouraging them to cook for themselves and to be more independent. People told us a designer had come to see them and discuss how they wanted their kitchen. People happily showed us around their flats and told us they like how they look, commenting *"I have everything I need"*. Washing machines are also on order so people can have one in their own flat to use and further increase their independence. Work is still ongoing with some areas identified and planned for further redecoration. People are pleased with the improvements being made to their flats. Their comments include *"Impressive, very good (use of) resources, finances and prioritises, never seen before"* and *"The focus is on residents"*.

A large lounge is well used with comfortable sofas and chairs so everyone can sit and enjoy each other's company and spend time together if they choose to do so. People also have the use of an additional room called 'Top cats' for activities or relaxation. There has been further changes made to enhance the environment for both the medication room and staff room. Staff told us *"The environment and atmosphere is very positive, creating a place for all the residents to thrive"*.

There is a large courtyard which is well used. People like to spend time here with benches to sit on, a BBQ and potted plants for additional decoration. A memorial bench and the surrounding area is well looked after and continues to be a cherished way to remember a person. There is also a quieter walled garden with a patio area, some raised flower beds, a vegetable patch and lawned area. A person told us this is a nice space for them to use and to read a book.

Risks to health and safety are identified, mitigated and reduced. Personal emergency evacuation plans are in place to support people to leave their home safely. Environmental audits identify any issues which are also addressed and further discussed in staff meetings. Health and safety packs are provided to people with information about the storage and use of cleaning materials, fire procedures, food hygiene, first aid and infection control. People have had discussions and demonstrations on how to appropriately use the recycling bins to understand that this is everyone's responsibility.



People are supported by care staff with the necessary expertise, skills and qualifications to meet their care and support needs. People are involved in recruiting new members of staff and told us the manager is *“Careful who is employed at Y Gelli”*. Staff files contain the required information with checks made regarding their suitability. Care staff told us their opportunities to learn and develop are either excellent or good. Records and certificates show a range of training is completed by care staff to ensure they carry out their roles effectively. There are also some opportunities for further promotion. All staff consistently told us they feel very well supported. Their comments include *“Good staff support”* and *“I feel very supported in my job role”*. They also said the manager’s *“Office door is always open to all staff and residents if they need a chat”* and *“The management always have an open-door approach and work consistently to support the staff team with difficulties and fairness”*.

Care staff enjoy working at Y Gelli. They told us, it is a *“Rewarding job role”*, *“Happy staff team”*, *“Enjoyable place to work, friendly staff”* and a *“Friendly, fun and caring place to work”*. They also commented on a *“Good staff team providing excellent care to residents”* and *“I feel the staff team works well together and puts 100% into all areas”*. People commented, *“Staff are very approachable”* and there is a *“Great team”*.

The service provider has effective organisational arrangements, governance and oversight to ensure the service provides high-quality care. Quality assurance systems are in place, including regular visits by the RI. Continuous and positive improvements are being made to the service based on obtaining, listening and acting on feedback. People commented on the RI and manager having a plan and making things happen. They said, *“They had a vision and steered it, respecting and supporting the residents”*.

People are very complimentary about the manager; they told us they are *“Approachable, can ask anything”* and a *“Breath of fresh air since they walked through the door”*. The manager spoke about the positive cultural change in the service. Care staff said, *“There has been a culture change within the staff team led by new management who believes in treating everyone equally, respectfully and fairly”*. They commented, *“Promoting an honest and open culture is encouraged and scrutiny of the service provided is welcomed”*.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

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