



# Inspection Report on

**Gelli Mor**

**Milford Haven**

## **Date Inspection Completed**

23/07/2024

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## About Gelli Mor

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Gelli Mor Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	10/03/2023
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 and their relatives are extremely happy with the care and support provided at Gelli Mor and speak very highly of care staff. People are encouraged to be as independent as possible and make choices regarding how they live their lives. Care staff treat people with dignity and respect and have an excellent understanding of the needs of the people they support. Care documentation is accurate and up to date, helping care staff deliver good quality care and support. Care staff feel supported in their roles and receive appropriate training, so they remain sufficiently skilled. A safe recruitment process ensures care staff have the necessary skills and qualities needed for working in the care sector. Governance and quality assurance is overseen by the Responsible Individual (RI) who visits the services regularly to discuss provision with people and staff. Written information such as policies and procedures are kept under review and guide staff to ensure best practice is followed. The environment is maintained to a high standard, enhancing the well-being of people living at the home

## Well-being

People are supported with their health needs. They have prompt access to health professionals when they need additional support and prescribed medication is administered safely. People enjoy a balanced diet and care workers monitor food and fluid intake. Documentation relating to people's health needs such as epilepsy profiles are available. They give care workers information regarding the best ways to support people safely and what to do in an emergency situation.

People are supported to do the things they want to do. Activities are varied and include activities within the home and wider community. On the day of our inspection, we saw some people being supported to go out shopping for a birthday barbeque. Others were enjoying 1:1 support to enjoy individually tailored activities within the home. The service also helps people to plan regular outings and holidays and provides support enabling them to enjoy these activities safely.

As far as possible, people are protected from harm and abuse. Generic and individual risk assessments highlight areas of concern and strategies for keeping people safe. There is an up to date safeguarding policy and care workers know the process for reporting concerns. Other policies such as medication and positive behaviour support help underpin safe practice. Care workers are recruited safely and receive training, support, and guidance to help them understand their responsibility to protect vulnerable people. Many of the care workers have worked at the service for some time. They know the people they support well and can recognise signs of changes in their presentation and report to the relevant professional for support or advice.

People enjoy very good relationships with care staff and with one another, displaying a keen awareness of the wellbeing the people they share the home with. We witnessed informed, relaxed and good-natured banter taking place between care staff and people throughout the inspection. However, if people need quiet time or individual attention this is facilitated promptly by care staff who know people very well indeed.

The environment promotes people's well-being. Routine maintenance and testing of equipment and utilities ensures the environment is as safe as it can be. The home is clean and tidy throughout with suitable furnishings and décor. The provider invests in continuous refurbishment and upgrading of the home. People are encouraged to exercise choice in relation to their personal space by furnishing and decorating their rooms in a way which reflects their tastes and interests.

## Care and Support

All people living at the service have personal plans. These set out the best ways of supporting people to achieve their individual outcomes. Personal plans are person centred, meaning they are specifically tailored to each individual. We examined a selection of personal plans and found they are clear and concise. Risk assessments are also included. These highlight potential risks and strategies for keeping people safe. Care staff we spoke to told us personal plans contain the right level of information for them to provide effective care and support. Personal plans are regularly reviewed to ensure they remain relevant. We saw evidence that people and their relatives participate in person centred reviews in which the effectiveness of their care plan is discussed, together with any changes which might need to be made.

People have extremely good relationships with care staff. We observed very positive interactions between people and care staff throughout our inspection. It was evident care staff know the people they support well and are familiar with their needs and daily routines. We saw care staff engaging with people in meaningful conversations, speaking in a friendly and respectful manner. People and their relatives provided consistently complimentary feedback regarding care staff. One relative said: *"I have nothing but praise for the staff at Gelli Mor, they are absolutely wonderful"*. Another told us: *"X is very happy at Gelli Mor, they do so many activities and have achieved so much"*. All people spoken to said they really enjoy living at the service and they clearly feel a strong sense of ownership of their own rooms and of the home as a whole.

Medication management systems are effective, ensuring medication is stored and administered safely. Medication is stored securely in locked cabinets. People have medication support plans detailing how and when they take their medication. They also contain information about their medication and any risks associated with it. There is a medication policy and care staff receive training to help them administer medication in line with best practice guidance. We examined a selection of medication recording records (MAR) and found they are completed accurately. This indicates that people receive their medication in line with the prescriber's recommendations.

Written information is available for people to view. The statement of purpose sets out the service's aims and objectives and evidences how it can meet the range of needs the service caters for. This is kept under review and updated when necessary.

## Environment

People live in a clean, comfortable environment. Furnishings and décor throughout the home help create a relaxed and welcoming atmosphere. The provider invests in the fabric and furnishings of the home, in order to ensure that it remains of a high standard. We saw people in communal areas and in their own rooms during our inspection. They appeared extremely comfortable and told us they are very pleased indeed with the environment. People's rooms are reflective of their tastes and preferences. We saw rooms are decorated with pictures and other items of importance to the occupant. The home was uncluttered and very clean throughout.

People benefit from a well-maintained environment. Environmental checks and routine maintenance and servicing ensures the environment, it's equipment and facilities are safe. We saw up to date safety certification for utilities such as gas, electricity, and fire safety features. Care workers perform routine checks and report any defects in the home's maintenance book for actioning. People have a personal emergency evacuation plan (PEEP) in place detailing the best ways to support people to evacuate the building in an emergency situation. The home is clutter free with sufficient storage space available. Substances hazardous to health are securely stored and can only be accessed by care workers. The kitchen is well equipped and domestic in nature, in keeping with the service . The laundry facilities are well maintained and are suitable to meet the needs of people living in the home.

## Leadership and Management

Safe recruitment processes make sure care workers are suitable to work with vulnerable people. We examined several personnel files and found they are well organised and all necessary pre-employment checks have been completed. These checks include employment history, references from previous employers and Disclosure and Barring Service (DBS) checks. On commencement of employment, new employees must complete a structured induction and are required to shadow existing care staff for a minimum of two weeks. Care staff are required to register with Social Care Wales, the workforce regulator. This is done to ensure they are suitably qualified.

Care staff are trained to meet the needs of people living at the service and feel valued and supported. Care staff receive core and specialist training. Core training covers generic topics such as health & safety and safeguarding. Specialist training is specific to the needs of the people living at the service, such as epilepsy training and mental health awareness. We looked at records relating to training and found the service is compliant with its training requirements. We also looked at records relating to supervision and appraisal and found care staff are receiving the required levels of formal support. Care staff we spoke to said they feel well supported in their roles by the RI, the manager and by their colleagues. They reported a good sense of team morale and said the home is an '*excellent*' and '*really great*' place in which to work.

The Responsible Individual (RI) has good oversight of service provision. They visit the home regularly and meet with people and staff to discuss their experiences and gather their views to inform improvements. During these visits the RI also analyses records relating to staffing, care and support, and the environment. Satisfaction surveys are also distributed to people, professionals and staff. The results of the surveys are published in the quality of care reports and indicate a very positive response.

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
N/A	No non-compliance of this type was identified at this	N/A



	inspection	
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