



Inspection Report on

Wimsly Care Home

**9 St. Davids Road
Llandudno
LL30 2UL**

Date Inspection Completed

18 September 2024.

18/09/2024

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About Wimsly Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bhusan Ramnath
Registered places	19
Language of the service	English
Previous Care Inspectorate Wales inspection	7 June 2023
Does this service promote Welsh language and culture?	The service is working towards an active offer of the Welsh language and culture.

Summary

People living in Wimsly Care Home benefit from being cared for by a familiar staff group who know their needs well. People are treated with dignity and respect. The service actively supports people of diverse cultures. People can have choice and control over their daily lives and are encouraged to be a part of the local community.

Care is planned according to the needs of individual residents. Care staff are aware of local safeguarding procedures to keep people safe. The service is mindful of health and safety and infection control measures to mitigate risks and keep people as safe as possible. Medication storage and administration is good. People can access health care assessments and advice in a timely way.

The environment in the home is clean and homely. People can personalise their rooms to a high degree. People can access equipment needed for their care, this is serviced and maintained as required. Fire alarm tests are regularly performed, and utility checks are up to date for the home.

The Responsible Individual (RI) visits the home and reports on quality standards as required by legislation. Care staff are given training and supervision to help them in their role. Recruitment and retention of staff is good. The manager regularly audits the service to ensure good care standards and is visible and approachable for staff.

Well-being

People have choice and control in daily life. People spoken with said they are happy with their care and, “*no complaints*”. People spoken with are happy with the food offered in the home and say they can access drinks and snacks if they need them. Family members spoken with said communication with them regarding their relatives is good and they are happy with the standards of care. People have their voices heard and can express an opinion regarding their care and daily life in the home. A residents’ meeting was in progress on the day of inspection, people’s comments are recorded and actions then taken are fed back to people. The annual quality audit of questionnaires given to people, families and care staff to ask their opinion regarding the service was in progress at the time of inspection.

People live in an environment which enables their desired outcomes. People told us they can go out and about to local shops and attractions and be part of the local community. Singers and entertainers visit the home every other week which people enjoy. The hairdresser was working in the home during our visit, people said they like having their hair done. People can personalise their rooms to a high degree to make them homely and can have their own TV and radio. Some of the people were sat outside enjoying the sun on the day of our visit. People are happy with the cleanliness of the home and say their rooms are warm and comfortable.

We observed that people are treated with dignity and respect and are given care appropriate to their needs. People’s diversity and culture is acknowledged and respected. People can have TV channels in their language of choice and care staff use translation tools to communicate in various languages. We heard some care staff speaking with people in Welsh. People can access medical or specialist services in a timely way and medications are given to people appropriately. Care staff receive mandatory training to help them in their role including safeguarding training to keep people as safe as possible.

Care and Support

People receive timely support to enable them to stay as healthy as possible. We saw from peoples' personal plans, and from speaking with people they can access specialist health advice in a timely way. People are assisted to attend hospital appointments, and any instructions are documented in their plans to ensure they receive the right care. People access dental, optician, and chiropody services as required. Personal plans are updated when people's condition changes to ensure they are fit for purpose. Risk assessments are in place to mitigate risks as far as practically possible. Personal plans and risk assessments are reviewed and updated regularly. Personal plans are written according to each person's needs and contain their history, people and things that matter to them, and preferred routines. People's confidential information is kept securely in a lockable office. We observed good interactions between care staff and people, people are cared for sensitively in a friendly manner. People receive attention when they need it. Medication administration and storage is good, and the manager audits this monthly to ensure standards are maintained. The home is mindful of people's rights and people can access an advocate if they need one. Care staff can describe the local protocols for safeguarding vulnerable adults should they need to do so. The manager assesses people before they are admitted into the home to ensure the service can meet people's needs.

The home has good infection control standards. The home is clean and tidy. Communal bathrooms and toilets have liquid soap, paper towels and pedal bins to enable good hand hygiene. Care staff receive training to ensure updated knowledge regarding infection control. The manager audits infection control standards in the home monthly to ensure good standards are maintained. We saw from personal plans people can have annual vaccinations if they choose to receive them. Care staff can access Personal Protective Equipment (PPE), when required to prevent the spread of any infections.

Environment

People benefit from an environment which supports their desired outcomes. People can personalise their rooms to make them homely. The home is clean and tidy, and rooms are compliant to health and safety legislation. The kitchen hygiene rating is 5, this is the highest available. Health and safety risk assessments are reviewed regularly to ensure the environment is as safe as possible. People can access equipment needed for their care, these are serviced and maintained to ensure they are in good working order. Utility checks and certificates were provided on request and are up to date. The fire alarm is tested weekly, and the emergency lights and fire extinguishers are checked and serviced regularly. Care staff attend fire evacuation training annually. The home has insurance which is in date. Fire exits and corridors are free of clutter. Outside spaces are maintained and people can sit out if they choose to. There are communal areas for people to be sociable in and receive visitors if they wish. People can have their meals in the dining room if they choose to. The laundry is compliant to legislation and people said they receive their own clothing back without any issues. The manager audits the environment, facilities and equipment monthly to ensure good standards are maintained. We saw there is a maintenance plan in place to ensure the home remains in good condition. Rooms are redecorated and refreshed before a new person comes to live in the home.

Leadership and Management

People benefit from living in a home with good overall governance. The RI visits the home regularly as required by legislation. The RI asks the opinion of people, families and care staff regarding the service and surveys the environment to ensure good standards. The RI's findings, actions and outcomes are recorded in a written report as required by legislation as is an annual quality report for the service. There is a Statement of Purpose document available which explains what the service offers people. This document is reviewed regularly and updated. The manager told us they are supported by the RI and can access training relevant to their role. The home has policies which staff can access to ensure good practice, these are reviewed and updated regularly.

Care staff told us they are supported to give people good care. We saw from records, that staff are up to date with mandatory training to ensure they are knowledgeable in their practice. We saw care staff receive supervision to enable them in their role and provide them with support. We looked at care staff work rotas and saw staff numbers are consistent to cover the shifts. We sampled staff personnel records and saw checks are in place to ensure staff are appropriate to work with vulnerable adults.

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
57	Regulation 57: Health and Safety: The service needs to ensure that the fire alarm tests are tested weekly.	Achieved
73	Regulation 73: Responsible individual formal visits: The responsible Individual is required to complete a report of the formal visits conducted at the service.	Achieved

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 inspection	N/A

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