



# **Inspection Report on**

**Glasfryn (L'Arche)**

**Brecon**

## **Date Inspection Completed**

14/01/2025

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## About Glasfryn (L'Arche)

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	L'Arche
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">26 July 2023</a>
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

Glasfryn is a community in the international L'Arche network. People living in the Glasfryn community receive very high quality care and support. People are understood and are treated with dignity and respect. Their voices are heard, and they do the things that make them happy. People choose how they spend their time and are supported to be as independent as possible. People are safe and protected from abuse and neglect, they spend time in their community and feel they belong.

Personal plans of care are detailed, robust and reviewed regularly. Referrals are made to health and social care professionals without delay and care staff document any changes to people's needs promptly. Medication is stored correctly and administered safely.

The environment is safe and suitable for the needs of the people living there. The service has room for people to have personal space or enjoy activities together. Significant investment in refurbishments is planned for the home.

A long-standing team of committed care staff are recruited safely, are well trained and caring. Some care staff live and work at Glasfryn, leading to long lasting relationships and enhancing people's life experiences. Good management arrangements and oversight of the service are in place. The service manager is accessible to people using and working at the service. The Responsible Individual (RI) visits regularly and consults with people to make improvements.

## Well-being

People have information about the service and what opportunities are available to them in the wider community. Information is provided in a format which supports their understanding. Individuals supported by Glasfryn are treated with dignity and respect. They speak for themselves and make decisions, helping them to feel in control of their lives. People living in Glasfryn have been instrumental in the design of the building work planned for their home, promoting a sense of involvement and independence. Individual's sensory and social needs are at the heart of the choices relating to the refurbishment and redecoration of their home.

People make choices about how they would like to spend their time and where they would like to go. People use facilities in their community, and we were told about going to work and groups they are involved with. People contribute to their community and are valued in society. We were told about participating in national events, working and visiting friends and family, doing the things that mattered to them. People are enabled to maintain the relationships that are important to them, with the service being proactive in planning visits to friends and loved ones. Individuals living at Glasfryn have built very strong relationships with previous care staff, have maintained connections and been supported to make trips abroad to visit them.

People enjoy living in a home they share with care staff from all over the world. The community fosters mutual relationships between the core members and both live-in and live-out staff. Individual's circumstances are very well understood and considered, and their voices are heard. People told us they feel safe and protected. Individuals receive a very good standard of care and support from staff who they trust and who know them well. Care staff have been safely recruited, well trained and are supported.

People are supported to maintain their overall health and emotional wellbeing. The care staff team have exceptionally positive relationships with people and understand their physical and emotional needs, and when they may need some extra support. Care staff maintain good communication with other professionals and seek support in a timely manner. Robust management systems also ensure people's medications are well managed.

## Care and Support

People are positive about the care and support they receive and are supported to live as independently as possible in their own home. Individuals are supported by caring staff who understand their needs and know them well. People have regular planned opportunities to talk with care staff about their personal outcomes. Support is planned according to people's wishes.

Personal plans accurately reflect people's personal outcomes, care and support needs. Robust individual risk assessments identify risks and provide instruction for keeping people safe and well. People using the service are involved in timely reviews of personal plans, including risk assessments. Personal plans recognise specialist needs, which inform individuals' care and support provision. We saw care staff understand individuals' needs and use effective strategies to support their wellbeing. Daily notes record care and support provided and information from the day which is important to the person.

People are supported to maintain their overall health and well-being. The service provider accesses other health and social care professionals when required, to ensure people receive prompt medical treatment or assessments. Advice from other professionals is included within care plans. Daily recordings are used to effectively monitor people's health, wellbeing and activities.

The service provider has safe systems for medication management. Medication records are fully complete, storage arrangements are safe, and the overall administration of medication is effective.

People are kept safe by care staff who have undertaken safeguarding training and understand their responsibilities. Robust risk assessments are in place to identify and minimise individual risks

## Environment

People appear to be relaxed and at home in Glasfryn. Glasfryn has a main house and an annex with a self-contained flat. The flat has its own entrance. There are two downstairs bedrooms for those who are not able to use the stairs. People living at Glasfryn have the use of a large lounge, dining room with small seating area, and can freely use the kitchen with support from care staff. Outside there is an accessible garden area. People are comfortable using the communal areas of the home.

There is significant refurbishment, building and redecoration work planned for Glasfryn. There is a plan in place to convert a separate lounge and kitchen into an open plan kitchen/diner area, with improved access to the rear garden. Individuals have been completely involved in the design and planning of the new kitchen/dining area of their home. They have given their thoughts to possible plans and their sensory and social needs have been fully integrated into the project.

People are supported in a safe environment. The service provider ensures risks to people's health and safety are identified and mitigated. Individuals have a Personal Emergency Evacuation Plan (PEEP) in place, describing how they will be evacuated in the event of an emergency or a fire. Fire drills are undertaken regularly, and regular maintenance checks are undertaken to confirm the environment and equipment is safe. A schedule of maintenance and servicing ensures that all equipment and facilities are safe to use and fit for purpose.

People's rooms are highly personalised and very much reflect their hobbies, interests and what is important to them. Individuals have their own furniture, specific to their needs or their taste. One room has an ensuite bathroom and is equipped with a tracking hoist. Care staff are respectful of people's personal spaces and support people to keep their rooms clean and tidy, with appropriate consent.

The kitchen has been awarded a score of four by the Food Standards Agency. This suggests standards of cleanliness and hygiene within the kitchen are good.

## Leadership and Management

The staff described the RI as being approachable and helpful. There are systems and processes in place for effective governance and oversight of the service with the RI visiting several times a week. People using the service provide feedback to the RI about the support they receive. The RI completes audits and produces action plans, to ensure continuous improvement of the service.

The statement of purpose describes the service offered at Glasfryn and explains how the service will be provided. The service operates within its Statement of Purpose.

People are supported by a well-established and consistent team of staff, with whom they have built very strong and meaningful relationships. Live-in care workers can move between L'Arche services internationally, and staff come to work at Glasfryn from all over the world. Live-in care staff usually stay for at least a year, developing a comprehensive understanding of the people they share a home with and support. The manager and care staff know the people who use the service extremely well and people are at ease and confident in their company. Staff have confidence in the manager and feel well supported. People using the service trust and value the care staff.

People are supported by staff who are suitably vetted and trained to provide the levels of care and support required. Care staff enjoy working at the service and value the people they support. Care staff are registered with Social Care Wales, and staffing levels are appropriate to the needs of people using the service. There are sufficient numbers of skilled and experienced staff available to cover rotas. There is a stable staff team at Glasfryn with little staff turnover, ensuring there is continuity and consistency of support.

Care staff undertake an exceptional induction programme which not only supports their professional development, but it also supports their understanding of and integration into British society. Care staff also complete comprehensive mandatory training and additional training which is person specific. Staff have a positive attitude to training and training compliance is very high. Care staff told us they receive regular supervision and are positive about the support received during supervision.

Policies and procedures provide clear guidance for staff and support them to raise concerns. People living at Glasfryn have access to information giving them a clear understanding of how the service is provided and the records kept.

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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