



Llys Gwenffrwd



Llys Gwenffrwd Residential Home, Brynford Street, Holywell, CH8 7RA



01325713338



LLYS GWENFFRWD RESIDENTIAL HOME BRYNFORD STREET

Date(s) of inspection visit(s):

08/04/2025

Service Information:

Operated by:	Flintshire County Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	30
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Llys Gwenffrwd is situated in the market town of Holywell, and is a short walk to the town centre, where there are a variety of shops, cafes, banks, and other local amenities. It is a spacious and homely service with access to plenty of comfortable communal areas and a secure garden.

People have choice and control over day-to-day decisions and are consulted for their views which are taken into consideration. There is a wide variety of activities on offer to suit individual tastes. Relationships with friends and family are supported and visitors are welcomed. Care staff offer care and support which meets people's needs and supports their independence. They make prompt referrals to health and social care professionals when required. The home is safe and secure, with access to specialist aids to meet people's needs. The manager knows people and staff well and is available and approachable if they have any worries or concerns. The responsible individual (RI) visits the service regularly to provide oversight of the service and ensure it is running smoothly. This is a good service, with some notable areas of positive practice, particularly in how they are meeting people's wellbeing outcomes.



Well-being

Good

People have control over their day to day lives, and their voice is heard. They make everyday decisions such as where they like to spend their time and how they are occupied. People are encouraged to attend house meetings and contribute their views on how the service is run. We saw suggestions for the menu and activities have been implemented. An activities coordinator organises a wide range of activities to suit different interests. These have included first aid sessions and Welsh lessons, giving people the opportunity to learn new skills. People have also had an opportunity to design their own Welsh love spoon, with the winning entry being made and framed. The service holds themed days for special events, such as mothering Sunday and St Patrick's day. A visiting professional told us the service goes '*above and beyond*' on these occasions. We saw people have a variety of options outside of planned activities. During our inspection people were playing dominoes, doing gardening, and reading the paper. Trips out are organised, and people told us they have enjoyed trips to cafes, garden centres and other local attractions. There are links with local groups and people enjoy visits from local nursery school children, manicures with college students, and visits from local faith groups. People are encouraged to co-produce and lead activities where they have a skill to offer, this is an element of the service which is producing excellent outcomes for the people involved.

Care staff support people to ensure they always feel safe. They support people to manage risk and solve issues affecting them with a person-centred approach which ensures the individual's view is fully considered. People have access to a service user guide in their room, which has been designed to meet the needs of people using the service and contains high quality information about the service and local amenities, including how to make a complaint. People and relatives told us they know who to approach if they have any concerns and are confident to do so.

Care staff support people to develop and sustain relationships with the people they live with and respect the importance of existing relationships with family and friends. Visitors are welcome at any time, and there are quiet spaces to receive visitors. One relative told us how well they felt supported since their relative had moved there and said, "*I feel like one of the family.*" People can communicate in Welsh if they choose, and the Welsh language is actively promoted. Welsh lessons are held weekly which are run with the input of Welsh speaking residents and attended by people, staff and family and friends. A Welsh radio station was playing during our inspection, and the service has a Welsh word of the day on display.



Care & Support

Good

Care staff ensure people receive consistently good quality care and support. Their personal plans are designed with good consideration of people's wishes, beliefs, and values, and clearly communicate what is important to them. People have one-page profiles and brief guides which give a clear picture of the person and effectively describe how they would like their care to be delivered. People, relatives, and professionals are consulted in the development of personal plans. The outcomes people want to achieve are clearly identified and person centred. Personal plans are strengths based and describe the things people can manage independently and where care staff may need to offer support. Care staff promote people's independence and mobility and follow these personal plans to ensure people are enabled to be as independent as possible. We received consistently positive feedback from the people we spoke to, and one person told us, "*I couldn't wish for a better home.*" Relatives also spoke highly of the service. One relative told us, "*I think it should be five star.*"

People are supported by care staff who know them well. A staff matching form is completed for each individual and care staff are matched according to personalities and interests. Each person has two keyworkers allocated, to provide consistency from staff who know them well. Care staff support and encourage people to achieve the goals which are important to them, such as maintaining or increasing their mobility. When people experience challenges, care staff follow a person-centred decision-making process to ensure the individuals, and relatives views are considered, and creative solutions are found. Care staff are responsive to any changes in people's needs. We saw that following an incident care staff are responsive, ensuring risks are assessed and managed, and referrals are made to health and/or social care professionals. One social care professional we spoke to describe the service as "*Marvellous*" and told us they quickly saw a positive change for a person they support when they moved in. Care staff are trained in end-of-life care and some staff are palliative care champions for the service.

Care staff ensure people are kept safe from the risk of harm and abuse. Risk assessments are updated with any changes and are reviewed regularly. Care staff ensure any accidents or incidents are appropriately reported and there are systems in place to review these to reduce risks of a recurrence. Learning from incidents and accidents is recorded and shared with the staff team. Medication administration (MAR) charts provide a clear and accurate record reducing any risks of medication errors.



Environment

Good

The service is homely and comfortable, with access to plenty of communal and private spaces for people to spend some quiet time alone or socialise with others. We saw people have preferred areas to sit, and some enjoy sitting with friends they have made. There is a 'snug' in the dining room with access to a coffee machine, providing a comfortable area to receive visitors. The communal areas are comfortable and spacious, with homely décor and plenty of light. People's art and craft work was on display, in framed pictures on the walls and knitted squares for dining room tables. People can personalise their rooms and we saw they had brought photos and organised them to suit their individual tastes. There is access to a garden with seating areas and raised planters. We saw people access this during our inspection, and some people bought plants and started some springtime gardening.

People have access to the specialist equipment they need, and these are serviced regularly to ensure they are in good working order. Bathrooms and toilets are equipped with frames and shower/ bath chairs which are fully accessible. There are grabrails throughout the building, supporting those who can mobilise independently around the home. There are bilingual and pictorial signs on communal rooms to assist people's orientation around the building.

The service provider maintains the health and safety of the building, ensuring it is compliant with current legislation and national guidance. Gas, electrical and water checks are completed regularly, and we saw gas and electrical safety certification. A fire safety inspection has been completed by the fire service and the provider is implementing the recommendations which have been made. Fire safety equipment is checked to ensure it is in full working order. People have detailed Personal Emergency Evacuation Plans (PEEPs), so care staff have clear instructions in the event of an emergency evacuation. There is a system to report repairs and a programme of ongoing maintenance. The service has a food hygiene rating of five, which is the highest that can be achieved, and we found the service was clean and tidy throughout.



Leadership & Management

Good

People are supported by an appropriate number of suitably qualified and trained staff to deliver good quality care and support. Thorough recruitment checks are undertaken for new staff and we saw evidence of disclosure and barring service (DBS) and reference checks. Care staff receive regular supervision and an annual appraisal which considers any learning and development needs. They receive core and specialist training to ensure they have the skills and knowledge to meet people's needs. We saw core training is renewed to ensure it is kept up to date, and evidence of training in specialist areas such as dementia and autism. Some care staff have received training to become "champions" and take a lead in particular areas, such as moving and handling, end of life care and infection control. The moving and handling champions can deliver in house training to care staff, increasing access to this course. Care staff receive training in equality and diversity and the Welsh language, assisting them to support with a range of needs and to increase confidence in use of the Welsh language.

The manager ensures there are effective quality management systems in place for a good quality service to be delivered. The manager completes regular audits which help identify any issues and maintain the smooth running of the service. They also analyse any falls which occur to identify patterns and trends, this can help reduce the risk of future falls. The manager and deputy manager have an 'open door' policy, meaning staff and people can approach them at any time with any worries or concerns. We saw the manager was visible in the service during our inspection and spent time chatting to people. They also ensure staff know they are valued and appreciated. Care staff have a one-page profile so the manager is aware of their needs and how to best match them to the people they support. We saw annual thank you letters the manager had sent to staff. The service provider has completed significant work to improve the quality of person-centred care, which is provided to people, and has gained an award for this, obtaining the highest level of achievement.

The RI visits the service regularly and provides a three-monthly report of their visits. They ensure they speak to people and staff for their views. Whilst the feedback is generally positive, we saw any issues raised in these conversations are addressed with the manager. The RI inspects the premises and reviews a selection of records during their visits to ensure a good quality service is being delivered. Any actions are recorded and followed up at the next visit. They also complete a quality of care report every six months. They consider feedback from quality questionnaires and analyse what is working well and areas for continued improvement.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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