



# **Inspection Report on**

**Hyland Residential Home Ltd**

**Menai Bridge**

## **Date Inspection Completed**

19/02/2025

**Welsh Government © Crown copyright 2025.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk) You must reproduce our material accurately and not use it in a misleading context.*

## About Hyland Residential Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Hyland Residential Home Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	1 February 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 are very happy living in the home; staff support them well to live their lives how they want to. They have choice about all aspects of their care such as daily routines, activities, holidays, trips out and meals. There is a strong familial bond between people living in the home, the staff who support them and the provider of the service who lives on the premises. It is very much a family home. Everyone is supported to keep healthy with some form of exercise every morning, a nutritious diet and routine health monitoring. People are fully involved in decisions that affect them; weekly meetings are used to decide on the next holiday, necessary provisions from the shop, to stock up on their treats and toiletries, and other things that matter to them. Rooms are personalised, decorated in people's chosen theme to reflect their personalities. People are valued and respected as individuals with their own views. Staff are happy working in the home; they feel part of the family and genuinely care about the people they support. They are trained to provide the right support and ensure safe practices. The provider is also the manager of the service and is present daily, so they have good oversight of the service.

## Well-being

People have choice and control regarding all aspects of their care. Assessment and care planning documentation is comprehensive and considers every element of people's needs. All the people living in the home have done so for many years and feel very much part of a family. They genuinely feel they have an excellent life here and are fully involved in every decision made about the service. They choose their meals, help to shop for the groceries and get involved in prepping the food. They carry out their day doing what they enjoy. Each person has different hobbies and activities, and the provider has invested in several vehicles so staff can take each person out for the activity of their choice.

People's physical, mental, and emotional well-being is looked after well by trained care staff who seek professional advice if required. Personal plans are comprehensive and fully consider what's important to the individual, how they want their care to be delivered. Records show people are supported promptly to access health and other services required to promote their wellbeing; every day begins with some form of exercise chosen by the individual. People are supported to follow healthy lifestyles and do exercise daily.

Staff receive training about safeguarding vulnerable people and follow the policies and procedures in place, which they are required to read as part of their induction. The provider is always around and so sees how care is provided and speaks to people daily. There is plenty of opportunity for people to raise concerns with the provider if they have any. Any restrictions on a person's liberty are only made in the person's best interest and the service follows established local authority procedures if this is necessary.

The accommodation is a spacious, comfortable family home. Rooms are homely and furnished in a way that helps people meet their outcomes. They feel this is their home and they can use any communal space they wish to. Every bedroom is decorated in a theme of the person's choice with matching bedding and curtains; they reflect the persons unique personality, hobbies and interests. People can sit in the garden and enjoy views of the estuary and there is space to dine outside. The provider has invested in the home to update and renew areas they had previously identified for improvement.

## Care and Support

Each person's needs are assessed and a personal plan drawn up detailing how these needs are to be met. They are comprehensive and identify people's physical, emotional, and mental health needs; people's interests and hobbies are documented, weekly activity plans agreed and associated risk assessments completed. The manager reviews personal plans to ensure they accurately reflect each person's needs and their wishes. They are updated when changes occur.

The personal plans ensure people are provided with the quality of care and support they want and need as they are created with the individual and people who know them well. Plans are person centred and focus on promoting independence, allowing people to do what they can for themselves and developing their skills. People go shopping for groceries and make their own drinks; they are supported to help prepare meals and clear up after they have eaten.

People living at the home have done so for many years and there is a strong sense of 'family'. Staff and the manager know them well and genuinely care about their well-being. We observed staff and people interacting with care and familiar chat. Minutes of meetings show people are asked for their views on where to go for holidays, trips out and other decisions that need to be made. Everyone in the service was taken on holiday to the Netherlands last year and are going to Scotland for a break this year. We saw the holiday in Scotland has been meticulously planned to ensure people see the places they have chosen to visit and have a fun time. People have a meaningful, enjoyable and active life, doing things that make them happy, such as visiting National Trust properties, going for weekly pub lunches and local shows. People are very happy here, describing the place as 'excellent' and 'my home' and say nothing could be better, *'I live a good life. it needs to stay the same'*. They enjoy each other's company.

People are supported to access healthcare and any other services necessary to maintain their health and well-being. Records show people visits the GP, the dentist and opticians. They have regular health checks, and the staff consistently monitor their health. Every day starts with exercise of people's choice. One person had been for a morning swim and proudly told us they had swam 80 lengths. Other people were enjoying an exercise to music class when we arrived at the home. People go walking and horse riding and they told us they have a great life. A good diet is provided with all meals being home cooked with wholesome ingredients. One person was proud to tell us they had successfully lost weight recently by following a healthy diet.

## Environment

The service is provided in a home that promotes the achievement of people's personal outcomes because it is designed and furnished as a family home. The home is a large family house with three communal areas for people to gather. There are comfortable sofas and large smart televisions, with integrated internet so people can watch their favourite films and shows. Each person has their own electronic devices and internet connected television in their own room. Bedrooms are decorated in a theme of the person's choice; one person has a space themed room, and another has a jungle theme. The communal rooms have large windows with views of the Menai Straits and Eryri (Snowdonia). We saw photographs on the walls in the hall providing visual memories of pleasant days out and holidays. The kitchen diner is spacious, so people have the room to help prepare meals and drinks while chatting to each other. The provider has invested in the home since the last inspection, replacing carpet on the stairs and renewing flooring on the landing; new windows have been fitted, and a modern front door enhances the entrance.. People have space to sit outside if they wish; the provider brings out the barbeque in warmer weather. Minutes of meetings show people are consulted about changes to the home, their ideas and suggestions welcomed. People told us they love their home and are happy living here.

The service provider identifies and mitigates risks to health and safety. We saw risk assessments for individuals are part of the care delivery plan and there are clear instructions for staff on how to best support people safely. Records evidence regular checks on water temperatures, fridge and freezer temperatures, fire equipment and fire safety including a fire risk assessment. The condition of the electrical installation has been checked. The provider completes a risk assessment for the building to help ensure it is a safe home that meets people's outcomes.

## Leadership and Management

The provider closely monitors the service and check the home is operating safely and effectively because they are present daily. They live on the premises. The provider has arrangements in place to review care delivery plans, check for any risks in the home and that records are completed properly. We saw plans for the home at the last inspection have been actioned to further improve the service provided. There are a range of policies and procedures to guide staff on best practice and the induction of each staff includes the requirement these be read. We spoke to staff who reflected the philosophy of the service in their feedback about the care and support people receive. It is evident staff are committed to helping people achieve their outcomes and feel part of a family, living their lives to the full. They describe the provider as approachable and someone who is understanding and listens, but also able and willing to use their leadership to ensure staff promote the culture of the service. Staff described how they acknowledge and respect they are coming into the people's own home to support them to live their lives the best way they can.

People are supported by staff who have been inducted and trained to carry out their role. Training records show everyone is up to date with a range of relevant training; records are kept so that it is easy to identify which training is due. Staff told us the provider is proactive in sourcing additional training if they feel it would be useful to them. At least two staff and the provider are available for the four residents in the home at any time, and more staff are on duty when activities and appointments take people out of the home. Staff told us they feel well supported by the provider. They receive one to one supervision and can speak with them at any time and share their views. Staff told us supervision happens as frequently as staff want to talk to the provider although these are not always formally recorded.

The provider knows what the service does well and where it needs to be improved and there are plans in place for ongoing maintenance and renewal. There are plans for a wet room and the refurbishment of another room for people's use. While these improvements take place, the provider ensures people still experience the quality of life they have come to expect; expenditure on holidays and weekly trips out as well as daily activities remains a priority. There is emphasis on ensuring people enjoy their life at Hyland.

## 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.



**Welsh Government © Crown copyright 2025.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk)  
You must reproduce our material accurately and not use it in a misleading context.*