



Inspection Report on

Glyn Rhosyn

**Glyn Rhosyn Care Home
Pen-y-maes Road
Holywell
CH8 7UH**

Date Inspection Completed

23/09/2024

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About Glyn Rhosyn

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Mental Health Care (St David's) Ltd
Registered places	16
Language of the service	English
Previous Care Inspectorate Wales inspection	3 February 2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People are happy living at Glyn Rhosyn. Staff told us *“Residents come first and foremost and this is prioritised daily”*. They are actively encouraged by staff to increase their independence, skills and make plans for their future. People consistently achieve their goals with new experiences to look forward to. Staff know them well and build positive and trusting relationships with them. Relatives’ comments about Glyn Rhosyn include *“Absolutely outstanding”, “Fantastic”, “Can’t fault anything”* and *“Everything’s amazing”*.

There is a highly skilled, enthusiastic and committed staff team. Most staff commented *“Excellent”* when asked about feeling supported, valued and having opportunities for learning and development. The management team also provide training sessions for staff in a variety of different topics having completed courses to become trainers themselves. Staff told us *“Our standards strive for excellence to improve the quality of life for those who live here”*.

Governance, innovative leadership, and a positive culture drive improvement. The responsible individual (RI) carries out three monthly visits to Glyn Rhosyn. An extremely comprehensive six-monthly quality of care review and other reports are completed providing detailed analysis of information to improve the service. The RI and management attend conferences, forums, community groups, meetings and events to share information, good practice and any lessons learnt. There is a positive culture with events held to bring people, families and staff together to have fun and make memories.

Well-being

People have very strong control over their day-to-day life. They are actively involved in what happens and have access to advocacy. Information is provided in different formats so they can understand and make informed decisions and agreements about their care and support. There is a strong commitment to embedding the Welsh language into the home with many different examples provided by the manager.

People's physical, mental health and emotional wellbeing needs are effectively met to a very high standard. Health information, referrals and checks are recorded and people are supported by staff to successfully attend their appointments. A person helped to deliver training, creating a PowerPoint presentation about their medication. A pod in the garden is used for people to access for private and confidential sessions with a professional. Staff provide weekly gym sessions in the garden to inspire people to have more confidence and improve their general health and wellbeing. Participation has increased, more sessions are being offered and people are involved in purchasing new gym equipment to use. Staff said, *"The activities team provide plenty of activities that encourage physical fitness like day trips out with long walks and they have regular gym sessions in the garden"*. People benefit from positive relationships with others, staff and their families. Group activities and events provide opportunities to get together, meet up with people from their past and also form new friendships. Relatives told us the care and support provided is *"Excellent"* and *"I can honestly say I am extremely happy"*.

People consistently achieve their goals. The activities coordinator and a newly appointed assistant hold morning meetings with people to discuss their plans for the day ahead. A mixture of educational, daily living skills and activities in the community are offered. People enjoy baking and cooking, producing cakes, homemade burgers and Cornish pasties. Staff commented *"There are opportunities for not only social occasions but education and employment"*. Staff told us *"I feel that residents are encouraged to achieve their goals and staff are willing to go above and beyond to help make that happen"*. Staff are highly creative, seeking out new and meaningful experiences for people. Examples include visiting places of interest, museums, theatre and birthday celebrations. Information is collected each month summarising what everyone has done, alongside photographs.

People are protected from harm. There are approaches, strategies, assessments, training and policies to keep people safe. Information about making a complaint is easily accessible to all. Relatives commented *"I have no problem with contacting them if I have concerns and know they will deal with them quickly and professionally"*. Staff said, *"The door is open to management so if I have a concern or question, I know I can approach them"*.

Care and Support

Personal plans contain extremely detailed information about people's care and support needs. They are changed, updated and regularly reviewed. People are actively involved in reviews, preparing for this and inviting families, advocates and professionals to attend. Professionals commented *"I have been very impressed with this service, they have made a huge difference to my client's life, they have worked well with family and myself"*.

People are provided with high quality care and support through a service which includes them, considers their personal wishes and any risks. Staff told us *"The care home deliver high quality service to the residents"*. People's likes, dislikes and preferences are respected. Relatives commented *"The staff are very respectful towards him and our family; they also treat him and us with dignity"*. The manager and professionals told us about joint working, ensuring smooth and positive transitions for people moving in to and out of the home. A presentation was created to show a person the work being completed on their new home so they could see this and tell other people about it. Staff commented *"I have seen residents move onto placements successfully, changing their lives"*. The manager shared lots of examples of how people benefit from positive risk taking, opening up new opportunities and life experiences for them. Professionals commented *"I believe that Glyn Rhosyn provide a high quality of care and support to the residents there and are able to meet the needs of individuals who have complex care and support needs"*. Relatives told us *"We are incredibly grateful that he is so well cared for"* and *"Once again our family are delighted with the level of care given"*.

People are creatively involved in event planning. This includes organising a festival, developing their own guest lists and arranging for a visit from an ice cream van, BBQ and activities including lucky dip, garden games, a singer and pony petting. An awards ceremony/ ball was exemplary in including every person. Personalised invitations in a suitable format for each person were sent to their own mailboxes to respond to. People went shopping for clothes to wear including suits. They raised a glass and made a toast before heading off to enjoy their evening. Adjustments were made for people with sensory needs such as changing arrival times and the provision of a sensory corner. Each person received an award in recognition of something they had personally achieved. Plenty of activities were on offer with different games, karaoke, dancing and a pen pal table to link up with other people with similar shared interests.

The service promotes hygienic practices and manages risk of infection. Infection control audits identify any issues, staff receive training and personal protective equipment is available for them.

Environment

People live in a home which is suitable and they are involved in how it looks. People offered to show us around their home and their rooms which reflected their different tastes and interests. They told us they have everything they need and like how their home looks. Improvements have been made to create more homely environments including colour schemes and decoration. Staff commented *“It is a very homely environment”* and *“The building is spacious”*. There are lounges for people to relax in and dining rooms provide pleasant places for people to eat with some pictorial signs on cupboards to aid orientation. Signs in other areas of the home are bilingual and pictorial. Wooden door plaques and coasters have been handmade by a person living there. People benefit from having a multipurpose activities room available to them. Professionals commented *“The building and the rooms I saw looked very clean and suitable for purpose”* and it is a *“Well maintained, nice environment”*. Relatives told us the *“Building is spotless”*. Adjustments are made to ensure furniture is robust and noise reduction panels are also used. A pod is available within the grounds for people to discreetly access for private sessions with a professional. People have plenty of outside spaces to sit and enjoy, play football, exercise, grow vegetables and help look after the garden.

The service provider identifies and mitigates risks to health and safety. Audits are completed across a wide range of areas including health and safety to address any issues. Staff are provided with training and policies to ensure everyone is safe. Fire checks are completed and personal emergency evacuation plans describe what to do if people are in different areas of their home. Contingency boxes include equipment and instructions to cover all different types of emergencies. Maintenance work is carried out as and when needed. People also have some maintenance responsibilities with jobs to complete including vehicle checks, lawn mowing, painting fences, looking after and growing vegetables and building new football goals. A person and the deputy manager provided a presentation for other people on recycling.

Leadership and Management

A highly motivated, skilled, enthusiastic staff team feel valued, supported and well trained. Recruitment checks are completed and staff register with Social Care Wales, the workforce regulator. With a strong focus on staff recruitment the manager has attended a conference and spoken with students at a careers event in the local high school. The manager told us about staff retention, ensuring their comfort and providing facilities for them. Team building events have been held to get to know each other and have fun. Staff comments include *"The outstanding teamwork creates opportunity for staff to improve everyday"*. Staff also told us *"The service has strong leadership and it appears very well organised"* with *"Excellent support from management"*. Staff receive a variety of training and the management team also deliver some training for them. Staff commented *"We have been trained really well at the service"*, *"I am continually offered opportunities to develop and learn"* and *"If you want to do any extra learning, you only have to ask"*. They also said, *"The career progression plans in place also motivate staff to make a career in social care"*, it is a *"Rewarding role"* and *"If you are someone who likes to do care work it's extremely satisfying"*.

Governance and innovative leadership drive improvements. The RI visits three monthly and an extensive six-monthly quality of care review report is completed to continually move the service forward. In-depth analysis of information and other reports are collated demonstrating comprehensive oversight of the service. The RI is involved and leads on different forums, takes part in community groups and attends meetings to improve service delivery. The manager is supported by two deputy managers and they attend meetings, workshops, conferences and events to learn and share best practice. The manager showed us their end of year presentation about the service. Relatives commented *"The place is so well run by management and staff that there is nothing I would change"* and *"The carers and management are approachable, consistent and highly professional"*. Professionals told us *"I have found Glyn Rhosyn to be an excellent provider, meeting the needs of my service user living there to a consistently high standard"*.

A positive culture is promoted with the manager providing many examples of this. Company values are displayed bilingually and staff receive training on equality and diversity. Staff told us *"The ethos and values of the company work well as we have a staff and management team dedicated to improving the lives and outcomes of our residents. A culture of positivity and support for both residents and staff"*. They also said working here *"Teaches staff a standard of care that they can always carry with them"*.

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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