



Inspection Report on

Garfield

**Garth Road.
Off Pabo Lane
Llangwestenin
Llandudno Junction
LL31 9JF**

Date Inspection Completed

23/10/2024

Welsh Government © Crown copyright 2024.

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 You must reproduce our material accurately and not use it in a misleading context.

About Garfield

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Potensial Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	
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 comfortable and happy living in Garfield. They do things they enjoy, taking advantage of places in their community, following their interests and hobbies, working and planning holidays and day trips. People are supported to achieve their personal outcomes, and enjoying the progress they make and setting new goals. Personal plans are comprehensive and focus on people's skills as well as where they need support. They are kept under review, so they are always accurate. The home is situated in an elevated and rural place offering peace and quiet and views of the countryside. It is homely, comfortable, and laid out to afford different spaces to spend time. People's rooms are personalised, have ensuite facilities and display things that are important to them. Garfield feels like home and people living here describe it as such. Care staff are safely recruited and trained to ensure they have the skills needed to provide people with the right support. The responsible individual (RI) for the service has good oversight as they visit the home to check it is running smoothly; they meet with the service manager and registered manager who keeps them informed. They know what is working well and where any improvements could be made.

Well-being

People have control over their day-to-day life. They are asked about their preferences and aspirations prior to and on admission to the home; they meet with keyworkers every month to discuss new goals and check they are happy with their care; they attend regular meetings to express their views of what is happening in the home and put forward ideas. People are fully involved in the reviews of their personal plans, and their preferences and choices are recorded. Information is not always available in Welsh, but currently, people living here do not choose to use the Welsh language. People carry out their lives how they wish to, planning trips, visiting facilities in the local area and doing voluntary work.

People's physical and mental health and emotional well-being is promoted through continuous monitoring and effective care and support. People are supported to stay healthy through their diet and exercise in line with their desired outcomes. They attend their health and dental appointments and are supported to progress and achieve their wellbeing goals. They access sports facilities in their local community, go walking or take taxis to local shops and cafes. People are happy as they are supported to do what is important to them.

People are protected from abuse and neglect because staff are trained in safeguarding and ensure plenty of opportunities for one to one conversation with each person. Policies and procedures must be followed and staff feel confident to go to management at any time; they feel free to express concerns if they have any.

People are supported to do things that matter to them and take advantage of what is going on in their community. They engage in recreational hobbies, watch local football matches, use public transport and are supported to express themselves in local voting campaigns. They socialise with others who have similar interests, and attend local events such as music concerts, local hobby clubs, local pubs and restaurants so they feel part of their community.

The home is a comfortable and very homely environment, with good quality furniture and furnishings. Each person's bedroom is personalised as they choose how they want it to look and keep things that are important to them. People are supported to prepare their own food in the kitchen if they wish; they can use the laundry facilities. There is a seating area outside in the garden from where people can enjoy the views, and a games room.

Care and Support

People living in Garfield are provided with the quality of care and support they need to achieve their outcomes and in the way they prefer. Plans are designed in consultation with people and reviewed overall every three months. Keyworkers review more personal outcomes every month to ensure they remain accurate and current. Provider assessments are carried out as soon as someone arrives at the home to ensure the right support can be given. People are supported to give a personal account of what is important to them, how they want to be treated, what makes a good day and what makes a bad day. Plans and risk assessments focus on people's strengths as well as their needs so that their independence is not affected, and they are encouraged to do what they can for themselves.

People praise staff for their friendly and supportive approach. One said they really benefit from the understanding staff have of their needs; they feel they have progressed a lot since being here. Another person has been supported to move on to more independent living where they could achieve their full potential. A person told us how they feel safe as they trust the staff here to take care of them well. They said *'I get on well with the staff; they are very good. They help me cook and take me shopping. They make sure I get my medication on time'*.

People are supported to access healthcare and the support of other professionals to improve their life and general well-being. Records evidence people see health and social care professionals to help them achieve their outcomes and progress to new ones. One person moved to a more independent living arrangements following support from the service to reach their outcomes. The service manager attends multidisciplinary meetings to ensure people receive expert support. Risks are highlighted and managed in various ways including specific training for staff on managing needs specific to the individual.

There are safe systems in the service for managing medication. Care staff support people to take their medication when it is required. The service ensures prescribed drugs are ordered on time and stored safely. Records show administration of medication is carefully recorded and regular drug counts help check there are no errors. Staff are trained to administer medication, and their competency is checked every six months. Medication policies and procedures are in place and staff are required to read these.

Environment

The service is provided in an environment that helps promote achievement of people's personal outcomes. Each person's bedroom reflects their own personality, interests and things important to them. People's privacy and dignity is respected; they have their own ensuite facilities and we saw staff knock on the door and wait for permission to enter the room. People can help prepare food in the kitchen; they choose their own snacks and ingredients for anything they want to cook. All rooms are tidy and clean, and people told us they are happy with their rooms. Maintenance arrangements ensure repairs and renewals are addressed quickly. The home is situated in an elevated, rural location and people are happy with the views from their rooms and the garden. Others say the rural nature of the home can be a disadvantage; they cannot easily access the facilities in town and are reliant of the service own car, which is currently being repaired. The car has been out of action for some months now; meanwhile staff are able to provide transport, or a taxi can be ordered. There has been investment in the home with new flooring, furniture, soft furnishings and provision of a new games room outside. There are chickens in the garden providing fresh eggs.

We saw the manager has risk assessments in place to help ensure people are always safe in the home while allowing them to take some risks and maintain their independence. Safety checks are routinely arranged in line with regulatory requirements, such as checks on the condition of the electrical installation, fire safety, water hygiene and gas safety. Health and safety risk assessments are completed and are reviewed. Further routine checks are carried out inhouse such as testing fire safety equipment, lighting and alarms.

Leadership and Management

There are good governance arrangements in place to ensure the service operates smoothly. The service manager is present in the home daily and the registered manager visits once a week. Routine audits of various practices and processes are carried out to check continued safety and effectiveness, such as checking medication arrangements, a regular walk round of the building to check for maintenance issues, audit of files to check they are accurate. We saw a schedule of audits is kept so nothing is missed. Staff meetings are held regularly, so everyone can discuss potential plans for the service and people living here. A good news bulletin shares people's achievements and opportunities to nominate employees for awards when they go above and beyond.

The RI has good oversight of the service; they visit the home every three months and speak to people living here and the staff who support them to gain their views. They check various aspects of the service to ensure processes are audited and the service is compliant and safe. They meet with the manager and are kept aware of changes in the service and any resource issues. They carry out bi-annual quality of care reviews and complete reports to evidence what is working well and identify what could be improved. The report includes the RI's findings from the routine audits and from conversations with people living here, their relatives, staff and visiting professionals.

Staff are employed in sufficient numbers to support people to achieve their outcomes and carry out activities when they want to. We saw rotas are developed to ensure the right support is provided at the right time; staffing is flexible to suit people's needs. Employment records show a thorough recruitment process is followed, ensuring only suitable care staff are employed. Training provides staff with the expertise they need to meet specific needs, most of which is mandatory. One staff told us there is a lot of training and staff are permitted to do this in work if people do not need support from them. Staff are supported to develop their career, encouraged to go further with their training. Staff feel well supported. They have one to one supervision meetings with the service manager every eight weeks to discuss their work and experiences and receive feedback about their performance. They feel valued. Staff describe the service manager as '*approachable, caring and kind*'. one staff said '*I love working here. It is honestly the happiest I have felt in a long time.*'

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	
--	------------	--

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 25/11/2024