



Inspection Report on

Lynvor

Anglesey

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

10/12/2024

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

About Lynvor

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Prestwood Residential Homes Ltd and CareTech Community Services Limited.
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	14 May 2024
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 supported to have as much control over their day to day lives as possible and to live as independently as possible. Arrangements are in place to support people to stay healthy and active, to sustain their physical and mental health. Daily opportunities are provided for people to participate in a range of different hobbies and activities in the wider community, which encourages social interactions.

Personal plans record what is important to people and their views are listened to. The support each person requires, and how this should be provided is recorded in detail which enables care workers to provide the right care. Care is provided by care workers who are recruited safely, suitably trained and feel well supported by the management team. The manager is well supported by the Responsible Individual (RI) who has good oversight of the service provided. The RI regularly visits the service and consistently monitors the quality of the service provided. When improvements are required to be made in the service, the RI ensures this happens.

The care home environment keeps people safe, promotes their independence and encourages a sense of belonging. It's homely, clean and well maintained. Health and safety checks are routinely completed and any work required within the home is completed promptly.

Well-being

People feel they belong because they are supported to be involved in their local community. Efforts are made to get to know what people enjoy doing and risk assessments are used to enable them to participate in social activities. This includes volunteering, travel using public transport, playing sports and attending social events such as parties and discos. People are encouraged to set goals for themselves which increase social interactions within the community and enable people to make friendships. Risk assessments are positively used to identify and manage barriers to people's interactions outside of their home. A notable strength of this service is the support it provides people to access a variety of social activities.

Support is provided to enable people to participate in discussions and to contribute to decisions which affect their lives. People are included in creating their personal plans and are asked how they want to receive their support. Care workers get to know each person's individual preferences, they respect people's choices and provide care according to how people want to be supported. People are involved in discussions regarding their health and are supported to make healthy choices. Where restrictions are required to be in place, to protect people from harm, these decisions are made with relevant health and social care professionals and in people's best interest.

People live in a home which is suitable for their needs and promotes a positive sense of well-being. The service provider is investing in the building by updating the communal bathroom and has plans to replace the existing en-suite facilities in people's own rooms. This will enhance people's comfort and promote a positive sense of well-being. The home is clean, tidy and well maintained, both inside and outside. The facilities provided in the kitchen and laundry room promote people's independence and to achieve their individual outcomes.

This service is working towards providing the Welsh language active offer. Some members of the team working at the home can converse with people in Welsh, if this is their preference. This means people can express their needs, feelings and emotions in a way which is easiest for them, and some care workers can understand. There is an awareness that people's preferred language is important to them and efforts are made to provide a service in Welsh as far as possible.

Care and Support

Priority is given to supporting people to stay healthy and active. Pre admission assessments show people's health conditions are known before they move into the service, as well as the medication they require. Each person's personal plan records in good detail their medical conditions and the support they require from care workers to stay well. People are supported with having their medication as prescribed and they are involved in discussions regarding changes in their medication. Appointments are arranged in a timely manner with health and social care professionals when people's needs change. The advice and guidance received is recorded so care workers can provide the required support. We saw people are encouraged to live active lives and to participate in physical activities in the community. Both in groups and with one-to-one support. A healthy, varied diet is encouraged, and people's weights are recorded and monitored.

Care and support is provided to enable people to achieve their individual outcomes and to meet their needs. People are involved in creating their personal plans and they decide the outcomes they want to achieve. Choices are provided in terms of how they wish to be supported, and their preferences are respected. What is important to people and their preferred communication methods are recorded within each person's personal plan. What works for people and what to avoid is clearly recorded. This helps to ensure a continuity in the care people receive. Information regarding how to create positive situations which enable people to achieve the best outcomes are recorded, as well as how to best support people when they display distress responses. This ensures people receive the correct care, at the right time. Positive behaviour support plans are used, which focus upon people's achievements and successes, and are created in pictorial versions for people who prefer this format. Personal plans are regularly reviewed, and people are included in this process. Risk assessments are in place to manage known risks to people's health and safety. They are also used effectively to enable positive risk taking which enhances the opportunities available to people.

Arrangements are in place to safeguard people from harm, abuse and neglect. A safeguarding policy is in place and care workers are provided with relevant training. The care workers we spoke with were confident what action they should take if they have any concerns regarding the welfare of the people they support. The manager reports safeguarding matters to the local authority and Care Inspectorate Wales (CIW) are also notified. The outcomes of the referrals made are recorded in people's care documents. The correct legal authorisations are in place to ensure that any restrictions placed upon people's freedoms are always made in the person's best interests.

Environment

Care and support is provided in an environment that promotes the achievement of people's personal outcomes. Care workers check visitor's identity before they allow them to enter the home. This helps to keep the people who use the service safe. We walked around all areas of the house and found it is clean, homely and well maintained. There is a comfortably furnished communal lounge, where people can choose to spend time with others. The kitchen is modern and has facilities for people to participate in preparing their meals. A dining room is available for people to sit with others to have their meals, if they want to. There is a laundry room where people are supported to do their own laundry and maintain their independence.

Each person's own room is decorated according to their own preferences. Their interests and hobbies are reflected in the items they have in their rooms, which enables people to feel comfortable and at home. Three of the four bedrooms have en-suite facilities. The manager told us there are plans to replace the bathrooms in the very near future. This will provide people with more modern en-suite facilities in their rooms. There is also a separate bathroom available which has recently been fitted with a new bathroom suite. The medication storage room and manager's office are separate areas within the house, so they do not affect the homely feel of the service.

An accessible garden area is available if people want to spend time outside. People who smoke can do so outside in a designated smoking area.

At the previous inspection we found significant improvements were required in relation to the time it took for repairs to take place within the environment. At this inspection we saw documentation which showed action had been taken by the RI to improve the systems in place to respond to requests for building repair work. The manager confirmed maintenance, repairs or replacements now occur in a timely manner, which improves the quality and safety of people's surroundings.

Routine checks are in place to manage and monitor the health and safety risks within the home. We reviewed health and safety documents and found regular testing and servicing of equipment take place, including gas, electrical and fire alarms. Each person has an individual plan in place which records the support they require to leave the home in an emergency.

Leadership and Management

Care workers are recruited safely and receive appropriate training relevant to the needs of the people they support. We saw pre-employment checks are completed before new care workers come to work at the service. Care workers told us they enjoy their work stating *"It is such a joy to support the individuals"*. They feel well supported, valued and appreciated in their roles. They told us the manager is approachable; they listen to care worker's views and respond appropriately when matters are brought to their attention. Care workers also told us the manager *"Helps us grow"*, they describe the training provided as *"Excellent"* and they would recommend working at the service. Records show one-to-one supervision sessions take place regularly and team meetings also occur. The manager told us they feel very supported by the RI. They also told us they are encouraged to complete further managerial qualifications to further enhance their knowledge and skills.

Written information regarding the service provided is available and is presented in a way which makes it accessible for people who use the service. The statement of purpose is up-to-date and accurately describes the service and how it's delivered. The service user guide includes clear information regarding what people can expect. It also refers to how people can raise a complaint, if they need to.

Arrangements are in place to regularly monitor, review and improve the quality of the service provided. Records show the RI visits the service every three months, and they speak with people who live at the home to gather their views about the service provided. They also consult with the care workers and audit a sample of documentation. Formal quality of care reviews take place every six months which consider what the service does well and identifies areas of the service they wish to develop further.

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
57	Risks to people's health and safety are not reduced so far as reasonably practicable. Ensure action is taken, without delay, when areas within the environment are identified as requiring attention.	Achieved

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 inspection	N/A

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 06/02/2025