



Inspection Report on

Garnllwyd Barns

Barry

Date Inspection Completed

06/02/2025

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About Garnllwyd Barns

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elidyr Communities Trust
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
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 extremely happy with the care and support they receive at Garnllywd Barns. The provider pays exceptional attention to detail to ensure the home environment fully supports the best possible outcomes for people. This is a new service which provides care workers with a high level of training to meet the needs of people living in the home. Care workers are enthusiastic about their roles. Supporting people to achieve worthwhile goals is at the heart of the service. Care documentation considers what is important to people and care workers are developing nurturing and professional bonds with those living in the home.

The organisational structure is clear, and care workers benefit from consistent day-to-day support from management. There are robust oversight arrangements to monitor the quality of care people receive, including service visits from the responsible individual (RI) and trustees of the provider. Policies, procedures and auditing systems are in place to support the service as it continues to develop and embed practices, strengthen care documentation and continue the high standard of work seen during inspection.

Well-being

People have control over their day-to-day lives. Care workers involve people to make decisions, either individually or as a group. Decision making is made accessible because of the provision of information and communication in adapted formats, depending on a person's need and preference. The service is working well towards achieving providing the Active Offer of Welsh language provision, whilst incorporating people's communication needs. We saw delightful interactions between care workers and people, and we heard lots of laughter and fun. People's emotional well-being is important and additional support plans detail how care workers will provide emotional support and offer meaningful interventions. People told us they enjoy "*The laughter and activities.*" We found effective and well-managed records when people require support to make decisions about their care. Representatives are fully consulted when it is appropriate to do so.

People are encouraged to learn and develop to their full potential. We found each person's skills and abilities are a key focus for the service. For those who have a passion for sport and keeping fit the service fully embraces their skills and abilities, and the service supports this by providing equipment in the home. They also consider what the provider can do with the outdoor areas to further develop people's interest for keeping fit and active. The service recognises other skills, such as a talent for horticulture and the outdoors, or for sporting achievements at a high level. The service develops the personal plan with this information in mind. People are offered a daily structure with meaningful activities. The service is developing community networks and working with people to explore opportunities outside of the service, such as work experience or volunteering.

People are protected from harm and abuse and told us they feel safe because the home is "*Quiet and calm.*" Appropriate safeguards are in place for those who require them to keep them safe and this supports decision making in their best interest. Care workers complete a range of training which includes safeguarding adults at risk and are fully aware of their roles and responsibilities. There is a safeguarding policy in place and care workers complete a robust induction which aligns with the standards of the workforce regulator, Social Care Wales (SCW). Recruitment procedures are sound and well-managed. Representatives told us they have "*Absolute trust*" in the service to keep people safe.

Care and Support

People know and understand what care, support and opportunities are available to them. The provider invites people considering the service to visit the home before deciding on their care and support options. The service completes an assessment with people and their representatives to ensure their needs can be met. The provider is developing their service agreement documentation to be more inclusive to ensure people are fully informed of their rights and entitlements for those accessing services in Wales.

People can access the right information at the right time on a day-to-day basis. The service is very good at meeting people's communication needs. We saw people making daily choices in an inclusive way, using sign language and communication aids where needed. Care workers knowledge about each person supports meaningful interactions and people's needs are met because of this.

We found people receive the right care at the right time. Personal plans inform care workers about how a person wants to be supported. There is a strong emphasis on developing independent skills and people are encouraged to do for themselves. People receive support to follow their personal daily routines to a very good standard. Systems for monitoring people's well-being are in place and care workers are aware of early interventions where needed. The provider is further developing personal plans to ensure the information consistently captures a person's outcomes, and reviews include people and their representatives.

People receive support to be as healthy as they can be. The service promotes active lifestyles, and we saw people being involved in activities around the home keeping them fit and active, such as maintaining the extensive garden. Care workers keep daily records of people's outcomes, and we found most were complete and detailed. The service records visits to health care professionals. We found people are accessing health appointments to support their well-being.

Medication is well-managed, and people receive the right medication at the right time. Care workers receive training and competency assessments to safely administer medications. Systems for recording, administering and storing medication works well.

People have a healthy diet. We saw an ample supply of fresh produce and cupboard essentials. The service involves people every day to help with meal planning, preparation and cooking. Care workers are well-informed when people have a specific support need with eating and drinking. Appropriate referrals are made to support the best outcomes for people to maintain a healthy diet.

Environment

The home environment provides people with remarkable opportunities to achieve their outcomes. The home décor, fixtures and furnishings are of a very high standard. People benefit from the 'home from home' comforts and the environment is highly valued by people, representatives and care workers. We found the atmosphere to be calm and welcoming. Representatives told us *"Our visits are encouraged and welcomed."*

People achieve their daily outcomes because of the exceptional environment. The layout of the home, the attention to detail to communication needs, the consideration of people's activities, hobbies and interests are evident throughout the home and support positive outcomes. We saw for those who like to keep fit and active, they have access to a treadmill, an indoor bike, an activities area and a chill out area where people can relax and enjoy puzzles and games. The provider is further developing an outbuilding to become a learning studio for activities, to provide an outdoor swimming pool and sports court. We saw one person receiving support to work in the grounds as part of their weekly routine. Outdoor activity is encouraged.

People live in a home which is safe and well-maintained. Care workers complete essential checks, such as temperature checks on water systems, and food storage areas. The manager has good oversight of the home environment, with repairs and maintenance well-managed. Appropriate risk assessments are in place. Fire risk assessments are detailed, and people have a personal evacuation plan identifying their support needs in the event of an emergency.

People's personal spaces are reflective of their personalities, their interests and needs. Some are set up to encourage development of independent skills and offer people a safe and inviting space of their own to relax. All bedrooms are en-suite and finished to a very high standard. We found the standards of hygiene and infection control to be excellent throughout the home. Some areas of the home are locked to keep people safe, such as the medication room, and the cupboards where cleaning materials are stored.

The home provides people with a large kitchen diner. This area is a well-used and social space. The kitchen is the heart of the home, and we saw people and care workers chatting, laughing and spending time together whilst some prepared the lunch. The home has a rating of 5 from the Food Standards Agency which is 'very good'.

Leadership and Management

There is a clear organisational structure at the service and care workers benefit from the day-to-day support from the manager. The RI is accountable for quality monitoring and oversight of the service. They complete regular visits to the service and speak with people and care workers. They consider the feedback to inform service improvement. Feedback about the service is welcomed. Representatives told us *"We have a positive relationship with the service, they are approachable, and we are kept informed."* Systems are in place to monitor the service, and we found robust and detailed records relating to RI and trustee visits to the home. Feedback from stakeholders about the quality of the service is consistently positive and complementary. The RI is not due to produce the quality-of-care report, however this will be fully considered at the next inspection.

The provider follows safe recruitment processes and there is good oversight of records relating to recruitment, induction and probation of new care workers. Disclosure and Barring Service certificates are in place for all care workers, and most are working towards achieving registration with SCW. Care workers access an extensive range of training and there is a strong emphasis on the support and development of their skills and knowledge. The manager has good oversight of training and records tell us compliance is very good. Currently a small number of care workers hold a qualification in Health and Social Care, but we found there is an expectation for all care workers to achieve this once they are eligible to do so. Care workers told us they feel valued and supported in their role and we found a positive cohesive team culture with people's outcomes being their focus.

The service has robust systems and procedures to manage concerns, complaints, compliments and matters of safeguarding. Care workers have complete confidence in how to report concerns should they arise and trust the RI and manager to take prompt action. The management of the service is effective, and the systems in place keep the RI and provider informed of the quality of the service people receive. Care workers told us *"It is a caring and good organisation to work for"* and *"I feel supported and encouraged to voice concerns and suggest improvements."* There is appropriate oversight of significant events, and the provider keeps the regulator informed of notifiable events and service updates, which is a regulatory requirement.

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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