



Inspection Report on

Garthowen

**Garthowen
Llandysul
SA44 4UD**

Date Inspection Completed

05/06/2024

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About Garthowen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	29 November 2022
Does this service promote Welsh language and culture?	This service provides 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 happy at Garthowen. The staff team promote a relaxed atmosphere which helps people and visitors feel at ease. They demonstrate a good knowledge of the people in the home and care records clearly describe how care workers are to meet each person's individual needs. Each person is encouraged to make their own decisions in how they spend their time. As a result, people lead happy and fulfilling lives and do a range of things that are important to them.

The enthusiastic staff team ensure people are invited to be fully involved in discussions about their support. Care workers say they are well-supported by the manager. Good communication channels are evident, with robust monitoring of the quality of care people receive. The Responsible Individual (RI) regularly talks to people who live in the home and care workers to obtain feedback about the service.

Well-being

People at Garthowen have as much control over their day-to-day lives as they wish and know what opportunities are available to them. Care workers invite people to become involved in their support arrangements and keyworkers meet with people to make plans for their social lives. Personal plans contain personal preferences and backgrounds of the people they describe. The manager gives people a copy of the service user guide when they arrive, which provides details of what they may expect as well as details of the complaints process should they need to use it. In addition, people have access to advocacy services where they want independent support in issues that affect them. People are encouraged to personalise their surroundings in line with their interests and hobbies. Care workers have good relationships with people and work alongside them in positive ways, with good-humoured conversations, including examples where the person uses gestures instead of using speech to communicate.

People are relaxed, comfortable and know what opportunities are available to them. They do things that make them happy and each person is as active as they wish to be. This includes partaking in their hobbies and arts and crafts, shopping, bowling and the cinema. People also have meals out and visit charity shops when they can. People smiled and gave us 'thumbs up' signs when we asked if they were happy. One person said, *"It's lovely here. Everyone is so nice."*

Care and Support

There are clear care plans for how the service provides each person's support, including pen pictures, one-page profiles and detailed personal plans. The provider considers a

range of information to ensure they can meet people's needs and maintain their independence as much as possible. Care workers regularly give people the time they need to talk about their support and any anxieties, especially in care reviews. However, staff are not always evidencing this. Subsequently, the manager is planning to invite people to sign their care review documents to denote their involvement where they wish.

People say they feel safe. Employees protect their privacy and personal information at all times. Care workers have been through the provider's thorough recruitment process and senior staff oversee care workers to ensure they are meeting people's needs as they should. All care workers receive support and training and they access policies and procedures to understand their responsibility to protect the people they support.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach any of the senior staff team but would also contact external agencies such as the local safeguarding office if they thought they needed to.

The service provides an 'Active Offer' of the Welsh language and promotes the use of the Welsh language and culture. People in the home and most of the staff team speak Welsh and there is bilingual documentation, such as the home's statement of purpose and service user guide. There is also a 'Welsh corner' in a communal area, containing Welsh books to read, together with a Welsh/English dictionary for staff members who are currently learning Welsh. We also heard a staff member discussing the day's events with one person in Welsh.

Environment

People receive support in an environment that is safe, warm and clean and located in a rural area. People say they feel comfortable and happy and can choose different areas to use, with various communal areas, as well as extensive grounds. All rooms are spacious

and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. But the overall décor has faded and needs some refurbishment (in spite of valiant attempts to personalise one area with wall murals). While no immediate action is required, this is an area for improvement and we expect the provider to take action, but we note there are already firm plans in place to update both the house and garden areas in the near future.

Good infection control procedures are in place. Fire exits are free of obstructions and maintenance records evidence weekly fire alarm tests. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and the manager completes regular audits of the environment.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Care records are only available to authorised members of the staff team. Employee personnel records and other personal information, such as Deprivation of Liberty Safeguards (DoLS) records, are stored securely in the manager's office. People who are not restricted by DOLs can exit the premises independently whenever they wish.

Leadership and Management

Overall, the provider has a clear vision of the support it provides, and a positive regard to each person receiving support. There is good management oversight of the service and the RI is in regular contact. Regular discussions take place with people in the home, their family members and healthcare professionals involved in their care. People know how to make a complaint if they need to.

Care workers are up to date with their essential training, together with specific training relevant to the home. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. There are monthly staff meetings and employees can discuss any issues they wish to raise in confidential three-monthly supervision meetings. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. There is very good staff retention, which means the staff team are well-known to people in the home. Pre-employment checks take place before new employees start work - these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.'

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. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

44	Building is shabby and the gardens are bare. There is a program of redecoration in hand.	New
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