Arolygiaeth Gofal Cymru
Care Inspectorate Wales

# Inspection Report on

**Options Llys-y-Delyn**

**St. Asaph**

## Date Inspection Completed

03/12/2024

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# About Options Llys-y-Delyn

| | |
|---|---|
| Type of care provided | Care Home Service<br>Adults Without Nursing |
| Registered Provider | OA2 ADULTS LIMITED |
| Registered places | 4 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 05 April 2023 |
| Does this service promote Welsh language and culture? | This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service. |


## Summary

People living in Llys y Delyn receive a high standard of care and support. Care staff ensure people do things they enjoy and provide opportunities to develop their independence skills, their confidence and self-esteem.

The manager, deputy manager and care staff are committed, enthusiastic and have established positive relationships with people. They understand and know how to respond to people's needs and there are effective arrangements in place to monitor and review the care people receive and support their progress. Personal plans are accurate and detailed, reflecting what is important to people and how care staff can provide the best care.

The home environment supports people's well-being. Improvements are made in line with people's wishes, which provide a sense of belonging. The home is attractively decorated, well maintained and homely. The manager ensures the home is as safe as possible from risks to people's health and safety.

The manager and responsible individual (RI) have effective oversight of the care and support provided, taking action to drive forward improvements. The service provider invests in comprehensive quality assurance systems, which ensures people experience excellent quality of care.

## Well-being

People's well-being is at the heart of the service provided and their needs are understood by care staff. People's voices are heard and listened to because care staff use appropriate methods of communication. Care staff seek out people's wishes regarding meals, how they want to spend their time during the day; trips out and holiday destinations. The manager and care staff advocate for people where there are issues that affect them, and people also have access to independent advocacy services. The service provider is working towards the Welsh Active Offer by promoting the importance of the Welsh language and culture within the home and a member of the care staff team speaks Welsh.
People's health and well-being is prioritised and appointments and referrals to relevant professionals are made in a timely way. Care staff are vigilant in monitoring people's emotional and physical health. This ensures they get the right care and support as early as possible.

Care staff and the manager actively seek to enhance people's experiences. People engage in activities in line with their own interests and are encouraged to try new things. Care staff support and encourage them to access and participate in community-based activities of their choice such as swimming, shopping, bike riding and attending a weekly disco. The support provided by care staff encourages people to increase their independence and promotes choice.

The service provider takes appropriate steps to safeguard people. Care records clearly state any risks to people's health and well-being, and detailed risk management plans help to keep people safe. Care staff recognize their personal responsibilities in keeping people safe and safeguarding is a regular topic for discussion in team meetings and supervision. Regular time with families and the use of advocates means people have external opportunities to express any concerns they may have. There are systems in place to make sure the environment is safe.

People's education is valued and promoted. Particular attention is given to sourcing suitable education provision where people are happy and are supported to having learning experiences. A person told us they enjoy attending college.

People personalise their surroundings in line with their interests and hobbies. Their bedrooms are decorated and furnished to their preferences. People are happy and relaxed in their home environment. Care staff support people to undertake activities safely in and away from the home. The manager has effective oversight of the maintenance and health and safety of the service.

## Care and Support

The service provider follows a model of care that focuses on people having genuine and trusting relationships and positive experiences. Care staff listen patiently to people, they are attentive to their needs, and ensure they have choices. People's happiness and security are the foundations of the care and support strategies used. The service provider ensures care staff understand people's physical and emotional health needs, and how these affect their behaviour, so care staff can respond appropriately. The service provider employs a clinical team to assess and monitor people's needs and provide specialist advice and guidance to the care team. The clinical team meets regularly with the manager and care staff to discuss individuals' progress or any issues. A family member told us*: "The staff really do care at Llys y Delyn and go above and beyond for who they support."* Another relative said: *"The staff are all highly competent, and genuinely care about each individual in their care."* People have accurate and up-to-date plans for how their care is to be provided to meet their needs. Their voices are captured in their plans. Care staff provide consistent advice and know how best to support people's individual needs. Personal plans are reviewed regularly with people if they wish and their family members to ensure they receive the right care and support as early as possible. Incident records are detailed and include conversations with care staff to reflect and discuss ways to reduce repeated incidents. These are overseen by the manager, who assesses the cause and considers care staff responses. The service provider has introduced an external audit of all physical interventions by a specialist team. This provides another level of scrutiny, and monthly reports are produced to assist with identifying any patterns or trends.

People are supported to be as healthy as they can be. They are registered with health professionals and attend regular appointments with support. There are good systems in place to ensure safe management of medications and medication requirements are monitored and followed up with relevant health professionals. The service provider has commissioned a psychiatrist to ensure people are seen without delay. They told us: *"The care staff follow the treatment plans that have been agreed. With their support, I have been able to involve each resident in treatment decisions and have been able to consider their wishes and preferences."*

## Environment

The home is set in a quiet, rural area but close to larger towns, where people can access public transport, shops, leisure facilities and other amenities. The property was formerly a family home and retains a homely atmosphere with good quality furniture and appealing decor. All areas are clean and well maintained. Communal areas are well equipped for people to relax and have privacy when needed. People's bedrooms are decorated to their tastes, and people's photographs are displayed which gives them a sense of belonging. The home provides people with an uplifting environment.

The garden surrounds the property and is a particularly appealing aspect of the environment. The service provider wishes to invest further to improve play and relaxation opportunities for people by installing a built-in trampoline, a summerhouse and swings. To free up space within the home, a laundry shed will be installed in the garden.

Health and safety checks of the premises are completed. The home was secure upon our arrival. Maintenance work is completed in a timely manner and the service provider is supportive of financial investment within the home. Processes are in place to ensure confidential and sensitive information is stored securely.

## Leadership and Management

The service provider has ensured there are strong governance arrangements in place for the safe and smooth operation of the home. There are well established and clear routines and structures to ensure the home runs effectively and safely, from regular supervision and appraisals to daily handovers and team meetings. The manager manages another of the service provider's homes, and the deputy manager deputises in both. This ensures there is always a manager available to oversee the day to day running of the home.

The service provider demonstrates they value their staff and encourages and motivates them to develop to their potential. Care staff feedback was gathered through discussions and Care Inspectorate Wales (CIW) surveys. The level of support and feeling valued, and the quality of learning and development opportunities were rated as mostly excellent. All made very positive comments about the home, including: *"It is a welcoming home, and it makes me feel happy to know that I am improving the residents' lives. The residents are always encouraged to do the activities they enjoy, and this makes it a really positive place to work."* Another said: *"People here are cared for but supported to be independent. The team know the residents well and so recognise how to understand, support and celebrate their differences and are excellent at finding new ways of working."*

There is a mix of long-standing and newer care staff. This means many of the care staff team are well-known to people, we saw how excellent the rapport is, with good-natured humour, genuine interest and respect for people in the home. The staff induction programme links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' The service provider ensures care staff have the training they need to safely and effectively carry out their duties, and care staff spoke highly of the quality of the training provided for them.

The service provider has robust and effective quality assurance systems in place to monitor the operation of the home, and ensure they deliver high quality care and support to people. When required, action is taken swiftly to address any issues, this evidences the manager is diligent in their role. The manager is supported by the national care manager, and the RI who visits the home at least every three months and speaks with people, care staff and the manager and produces reports of their findings. The manager and RI conduct quality-of-care reviews every six months using consultation exercises and feedback from people; care staff; professionals that have contact with the home and people's family members. The reports of the reviews are very detailed and provide evidence of the improvements carried out and identifies areas for further development.

| 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 |

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| | inspection | |

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