

<b>Report to</b>	Governance and Audit Committee
<b>Date of meeting</b>	24 <sup>th</sup> July 2024
<b>Lead Member / Officer</b>	Cllr Elen Heaton, Lead Member for Health and Social Care / Nicola Stubbins, Corporate Director: Social Services and Education
<b>Head of Service</b>	Ann Lloyd, Head of Adult Social Care and Homelessness
<b>Report author</b>	Katie Newe, Service Manager: Care and Support, and Responsible Individual (RI)
<b>Title</b>	Care Inspectorate Wales Inspection (CIW) Report – Dolwen Care Centre, Denbigh

## **1. What is the report about?**

1.1. The CIW Inspection carried out on Dolwen Care Centre, Denbigh completed on 29/2/2024 (Appendix 1).

## **2. What is the reason for making this report?**

2.1. To provide information regarding the recent CIW Inspection carried out in Dolwen Care Centre, Denbigh.

## **3. What are the Recommendations?**

3.1. That the Committee confirms that it has read, understood and taken account of the contents of the report and comment as appropriate.

## 4. Report details

- 4.1. Dolwen offers services with experienced staff within an adapted environment to meet the needs of the individual residents.
- 4.2. Dolwen was purpose built in 1966 and offers a 32 bed residential facility.
- 4.3. Placements include long term care and short term respite and reablement care. There is also a day care facility within the building.
- 4.4. The last inspection was carried out 28<sup>th</sup> February 2022.
- 4.5. CIW carried out an unannounced inspection on 29<sup>th</sup> February 2024. The inspection took place on-site over one day, as well as a desktop review of policies, procedures and key documents used in the service, such as care plans, risk assessments as well as staff training induction and supervision records.
- 4.6. Verbal feedback was given to the Registered Manager (RM) and the Responsible Individual (RI) on 8<sup>th</sup> April. During this meeting, the inspector advised that the service would have achieved a silent rating of good.
- 4.7. There were no areas of improvement identified as a result of the inspection.
- 4.8. Summary findings within the CIW report were;

*Dolwen is a friendly and welcoming service. The residential home has four units and there is a day centre which is accessed by people in the local community. When the facility is not in use for day services it is available for meetings and activities for people living in the home. People have plenty of comfortable spaces to sit and chat within the home, or to enjoy some activities the service has to offer.*

*Care staff know people well and are attentive to their needs. They follow clear and detailed personal plans, ensuring health and support needs are met. Care staff are clear about people's personal outcomes and support them to achieve these.*

*The management of the service carefully monitor how the service is performing and their systems help to identify and act upon any issues they find. The responsible individual (RI) visits the service regularly to ensure good quality care and support is being delivered.*

- 4.9. Other highlight areas within the report include;

### **Wellbeing;**

*People can choose how to spend their time and there are a good variety of activities on offer.... People have a choice of meals and they told us they enjoy the food; one person described the food as 'fantastic'..... The activities coordinator organises a shop within the home, selling snacks and toiletries, and this offers people an opportunity to volunteer for the service. People told us they feel confident to raise any issues or concerns with care staff and management.*

### **Care and Support;**

*Care staff know people well; people described them as 'kind and caring' and 'excellent'... Care staff are patient and considerate with people and ensure that care is delivered in line with their personal plan..... The service is clean and tidy throughout.*

### **Environment;**

*People live in a home which has plenty of places to sit and relax, enjoy activities, or meet with visitors..... In the dining room, people can help themselves to a cup of tea from a teapot provided on each table at mealtimes. There is an area to sit and relax on the landing with bookcases, a piano and radio. There is also an outdoor area with benches.... There is a kitchen in the day centre which has adjustable worktops and is accessible for wheelchair users. People were proud to show us their rooms, and we saw they had brought some of their own possessions and photos from home to make it their own. One staff member described the service as 'very homely'.*

### **Leadership and Management;**

*The RI visits the service regularly and ensures they speak to people and staff to monitor how the service is meeting peoples outcomes.... There is also a six monthly quality of care report completed for the service..... Care staff told us management are approachable and supportive. One member of staff told us the RI visits most weeks and is approachable. Care staff receive regular core training..... The manager is aware there is a need for care staff to access more speciality training, such as training in dementia and specific health conditions. They are addressing this and care staff have access to online learning in these areas. The service provider makes investment in the services to ensure it is meeting people's needs.*

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

5.1. **A healthier and happier, caring Denbighshire**, the service provides care and support to citizens living in the care home, meeting all of their physical, environmental and emotional needs.

5.2. **A Denbighshire of vibrant culture and thriving Welsh language**, The inspector wrote *"This service anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use the service"*

5.3. **A well-run, high performing council**, the inspection report recognises that the service is well led and consistently well managed.

## **6. What will it cost and how will it affect other services?**

6.1. The delivery of the service is contained within allocated budgets.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1. A Well-being Impact Assessment will generally be required for decisions or proposals for change in order to comply with the Equality Act 2010, the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language Standards. As this is a report on an inspection outcome a well-being Impact Assessment is not required

## **8. What consultations have been carried out with Scrutiny and others?**

8.1. Discussion with the Lead Member formed a critical part of the inspection process, this is the first opportunity to present the report following its publication

## **9. Chief Finance Officer Statement**

9.1. N/A

## **10. What risks are there and is there anything we can do to reduce them?**

10.1. The inspection report highlights all the areas identified that required improvements