



Inspection Report on

Glasfryn House Limited

**Glasfryn House Ltd
228-230
Cockett Road
Swansea
SA2 0FN**

Date Inspection Completed

28/06/2023

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About Glasfryn House Limited

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Glasfryn House Limited
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	14th June 2023
Does this service provide the Welsh Language active offer?	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

This was a focused inspection and on this occasion we only considered the care and support in detail. There are continuing serious concerns in relation to the standard of care and support provided in the service.

Well-being

We spoke to people during the inspection and received generally positive feedback, including about care workers. Despite this we have continued serious concerns regarding the standard of care and support provided in the service. People continue to be at risk of harm due to low staffing levels, on-going safeguarding concerns regarding skin integrity management, lack of external reporting and unsafe manual handling processes. The provider is currently subject to an escalating concerns framework with Swansea Social Services.

Care and Support

As this was a focused inspection, we have not considered this theme, in full. We found serious failings in relation to safe manual handling processes taking place in the service at the last inspection. Although some actions to address these have been instigated by the provider, there remain significant concerns regarding people's care and support. These include on-going safeguarding processes regarding inadequate management of people's skin integrity, reporting to external professionals and falls management. As a result Swansea Social Services have issued an escalating concerns notice to the provider. This is still having an impact on people's health and well-being and placing them at risk. Where providers fail to take priority action, we will take enforcement action.

We received many comments from care workers during the last inspection about low staffing levels in the service. We viewed the previous two months staffing rotas and noted consistently low staffing levels in relation to care workers. The staffing levels are inadequate and do not correspond with levels detailed in the statement of purpose for the service. We also noted a high number of people requiring nursing care and additional support with their care needs living in the service. We discussed this with the RI and manager who informed us recruitment is on-going and agency staff will be used where necessary. This is having an impact on people's health and well-being and placing them at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

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
36	Core and specialist training is not complete for all care staff. The service provider must ensure that staff receive appropriate core and specialist training as appropriate to the work they complete. Staff are not receiving regular, planned formal supervisions and appraisals. The service provider must ensure that any person working at the service receives appropriate supervision and appraisal.	Not Achieved
21	Regulation 21.— (1) The service provider must ensure that care and support is provided in a way which protects, promotes and maintains the safety and well-being of individuals The service provider must ensure the service is responsive and proactive in identifying, responding to and mitigating risks. The service provider must provide the service in a way	Not Achieved

	<p>which ensures that individuals are safe and are protected from abuse, neglect and improper treatment. Staff are aware of their individual responsibilities for raising concerns to ensure the safety and well-being of individuals. - To ensure regulatory reporting arrangements are always followed, this will include Regulation 60 incident, RIDDOR and safeguarding reporting procedures. - To ensure staff disciplinary processes are instigated and followed within appropriate timescales and any short-term safeguarding arrangements are put in place to protect people. - The provider will instigate a comprehensive audit of all manual handling procedures in the service.</p>	
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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
N/A	No non-compliance of this type was identified at this inspection	N/A
44	The provider must ensure that systems and processes are in place which promote a safe and high quality environment in which the services are provided. Ensure facilities and equipment are well maintained and appropriate to the individuals using the service.	Not Achieved

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