

# Statement of Purpose



# Y Garreg Lwyd

## STATEMENT OF PURPOSE

### **Registered Provider.**

Y Garreg Lwyd is owned by Invicta Care Homes Ltd. Mr. David Thomas, a director of that company is the Responsible Individual. A graduate of Oxford University, Mr Thomas is a retired barrister who previously practised in London and on the Wales and Chester Circuit. He is responsible for overseeing the management of Y Garreg Lwyd. Y Garreg Lwyd Residential Care Home is a registered establishment regulated by CIW [Care Inspectorate Wales].



## **Registered Manager.**

The Registered Manager is Mrs Judith Scott.

Mrs Scott is responsible for ensuring that the day to day needs of all the residents at the home are met. Mrs Scott has a very outgoing and relaxed personality and makes everyone feel welcome and part of the family. She manages the Home and helps with the care of the residents. She also ensures compliance with relevant policies and procedures.

Mrs Scott has 30 years' experience in the Care Sector, and an NVQ 5 qualification in Health and Social Care (Adults).



## **Location.**

Y Garreg Lwyd is located on a quiet country lane in open countryside, about a mile from the small town of St. Clears. Carmarthen is just ten miles away and Pembrokeshire a twenty-minute drive. There is a large garden, to which most of the rooms enjoy direct access. The garden is extensively planted with trees, shrubs and flowers and has ramps for easy access. There are railed terraces on three sides of the property. There are benches and chairs from which one can enjoy the views of the surrounding Carmarthenshire countryside.

## Aim

Y Garreg Lwyd is a residential home for up to 16 elderly people, over 65, who want to remain as independent as possible but who may need support. There is 24-hour care which can range from minimal support such as providing meals, to in depth continuing care. We aim to provide a pleasant friendly environment which encourages independence, social engagement, choice and assistance for everyone

Y Garreg Lwyd Care Home is registered under the Regulation and Inspection of Social Care ( Wales ) Act 2016.

Philosophy of care

Aims and objectives of Y Garreg Lwyd

- **We are committed to providing the highest standards of care;**
- We are committed to protecting the moral and legal rights of our residents;
- **We are committed to respecting the dignity of our residents;**
- We are committed to providing a friendly and homely environment;
- **We are committed to ensuring that all residents are treated with respect, and are encouraged to remain as independent as possible;**
- We are committed to ensuring that all staff have appropriate qualifications and training and that these are updated continuously during their employment;
- **We are committed to ensuring the best possible medical care, as and when required, from local Doctors and Nurses;**
- We are committed to ensuring that our staff have a positive and caring attitude;
- **We are committed to ensuring that all information is kept confidential as required by the Data Protection Act 2018**
- We are committed to providing all residents with a safe and secure environment.
- **And lastly, we are committed to ensuring that every resident living at Y Garreg Lwyd is made to feel that this is their home.**

## Facilities at Y Garreg Lwyd

Y Garreg Lwyd is a single storey building developed from the original bungalow. There are no stairs or lifts, which makes it easier for residents to move around. There is a large entrance hall with vases of fresh flowers. There are several rooms at the front of the building but the majority are at

the back, where many enjoy views of the garden and the country beyond. We have two lounges as well as the dining room, all of which enjoy garden views.

The garden has ramps, allowing access for those who are unsteady or who require wheelchairs. There are rails surrounding the gardens allowing residents freedom of access in safety. The gardens are maintained on a regular basis by a local gardener. The gardens have an array of shrubs and trees and areas for seating so that the residents and their families can enjoy the views.



The residents' rooms all have washbasins. All the rooms have TV sockets and we can arrange for residents to have Sky or any other system if required. Landlines and/or mobile phones can be provided. The building is wi-fi enabled so that residents can access the internet and use skype and other similar systems. All rooms have a nurse call bell, as do all the living areas. Residents can arrange to bring their own furniture (subject to size) and we encourage residents to bring their own personal possessions to make their rooms as comfortable as possible.



Resident's personal items such as jewellery are insured by us to the value of £2500. Cash and valuables can be kept safe by the management if required.

Vicars, ministers, and other religious leaders can be requested to attend Y Garreg Lwyd if required. The local vicar does attend on a regular basis to provide Holy Communion.

Pets may be allowed at the discretion of the director and the manager.

Other benefits that are provided are:

- Activities, entertainment and leisure programme
- Social events, outings and visits
- Hairdressing and beauty therapists
- Varied, balanced menus provided by our skilled cooks. Choice of fresh food, always cooked on our premises. Special diets are catered for.
- Access to local shops, places of worship and libraries. A local taxi service is available upon request
- Open visiting
- Organised bus trips for outings further afield, such as the Pembrokeshire Coast.
- Visiting optician.

## **Admissions**

Anyone who is considering coming to Y Garreg Lwyd is encouraged to visit us with family and friends. Potential residents and their families are encouraged to ask as many questions as they like, and to get to know the staff and the other residents.

New residents at Y Garreg Lwyd will be provided with full documentation, including a statement of purpose, a service user's guide, and a copy contract with all the terms of the agreement. However, we pride ourselves on taking a common-sense approach to what can be a very difficult decision for many families.

New residents will be given a 'probationary' period to enable them and their families to make a full assessment before taking a final decision.

The manager will make a full assessment of any potential resident to determine his or her social and medical needs, and to ensure that we can provide all the facilities necessary to ensure a happy and successful transition into the Home. In this she will usually be assisted by information provided by family, friends, social workers and medical professionals.

Once becoming a resident at Y Garreg Lwyd, an individual care plan will be prepared to ensure that appropriate care is provided to suit the needs of each resident.

Residents are encouraged to personalise their own rooms to help them feel at home.

The Responsible Individual, and most of the staff speak Welsh as do many residents. Most of our staff are local to the St. Clears / Whitland area.

Residents are expected to register with one of the local surgeries in St. Clears or Whitland. The surgeries also arrange Nursing Assistance if required. Medication is given only by trained staff and is kept secure. Other services such as physiotherapy or chiropody can be arranged.



### **Emergency Admissions**

If there is a bed available, an emergency admission may be arranged at the discretion of the Manager, if needs can be assessed and clearly met. A care plan will be drawn up within five days based on the assessed needs and any risks identified. An assessment will be made by the Manager or Deputy Manager.

### **How care is delivered to our residents**

We pride ourselves on providing care which is both professional and friendly. As a relatively small Home, our residents and staff soon get to know each other, and come together to form a home from home.

We encourage residents to be as independent as possible. We have few rules and regulations. Residents are free to keep to the hours that suit them and come and go as they please. There are no formal visiting times, and friends and families are encouraged to visit at their convenience.

The care that we deliver is based upon the resident's needs, requirements and choices. This is recorded in the care plan, which is prepared with the active participation of the resident, together with input from friends, family, and professionals where appropriate.

We prepare risk assessments to assist in preventing falls and accidents.

The care plans are reviewed every month by the manager and they are updated whenever change is necessary. All staff are always updated on any changes.

Confidentiality is very important to us. Private information is kept private.

We will arrange transport for any resident needing to visit a Doctor's surgery or the outpatient department at a local hospital. If appropriate, a member of staff will accompany the Resident to provide physical and moral support.

We allow visiting throughout the day.

### **Residents' rights and responsibilities**

We aim to provide all our residents with a high quality of care. Our residents enjoy all their normal rights, including the right to privacy, confidentiality, freedom of speech and conscience, the practice of their religion, and freedom from discrimination.

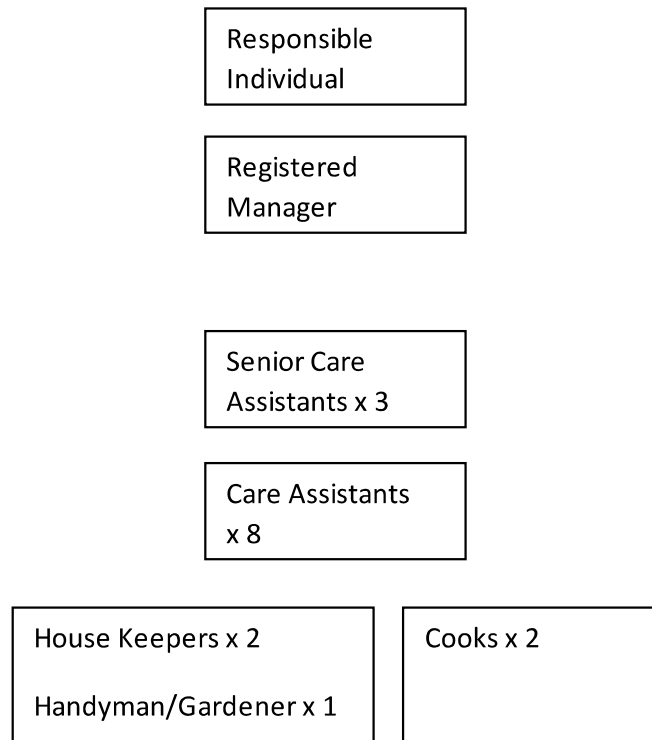
Further, our residents have a right to:

- A full assessment of their individual needs.
- Access to specialist services.
- An individual care plan to meet the requirements, needs and choices of the resident.
- Participation in the preparation of the care plan.
- An advocate to speak on their behalf, if need be.
- An effective complaints system.

## **Number of Staff, relevant qualifications and experience.**

Y Garreg Lwyd employs staff to provide care and support to residents and to ensure that all their needs are met.

The organisational structure of the home:



Currently, between the hours of 7.30am and 10.00pm there are 2 carers on duty, one of whom is a senior care assistant. Housekeepers work daily between 9am and 12.00pm; a cook is on duty between 7.30am and 1.30pm.

There will be a member of the management team present during office hours, Monday to Friday. One manager will also be on call outside these hours.

Between 10.00pm and 7.30am, there are 2 carers on duty, one of whom will be a senior care assistant.

## **Staff Training**

At Y Garreg Lwyd we are committed to staff learning and development. Staff receive a period of induction training appropriate to their roles and responsibilities which complies with the Care Council for Wales framework. New staff are mentored by experienced senior staff. An annual training plan is prepared and there is regular staff supervision, to ensure that training is appropriate to the individual needs of the staff.

We also ensure our staff receive regular ongoing training, For example

- Fire safety,
- Manual handling procedures,
- First aid,
- Food hygiene,
- Infection control,
- Health and Safety,
- Safeguarding,
- Medication management,
- Dementia
- Dignity and respect.

All staff are required to further their development by gaining a QCF qualification. Training may be provided in-house or by an external accredited Trainer specialising in a particular subject.

All our staff will have or will be working towards an NVQ/QCF 2 qualification. Senior staff will have an NVQ/QCF 3 certificate. Our Manager has an NVQ 3 certificate in Health and Social Care, and is nearing completion of QCF level 5.

Our cooks have appropriate Food Hygiene Certificates.

The Home seeks to provide an environment where Residents will feel comfortable and secure, enjoying the services of trained staff whilst being encouraged to retain their independence. We respect the privacy and dignity of our residents and they are encouraged to maintain contact with their friends and families, all of whom are welcome at the Home

Staff are recruited from the local area and most are Welsh speaking. Many of the senior staff have been at the Home for several years. This is a very close Welsh community where traditional family values remain strong. This closeness of families and friends is encouraged and valued in the home.

The Manager recognises that without the commitment of her staff it would not be possible to provide quality care and meet the aims and objectives of the home. Staffs work on a shift system to provide twenty-four-hour care.

Outside staff who visit the premises regularly are:

- District Nurses
- GP's
- Hairdresser
- Gardener
- Optician
- Dentist
- Social Workers

### **Accommodation**

We have thirteen single rooms' and two double-sized rooms. All rooms have a wash hand basin, one has an en-suite W C, and one has a full en-suite bathroom. The home is fitted with a call bell system throughout.



### **Communal Day Areas**

We have two lounges where residents can meet to socialise, read the newspapers or just watch television. There is a television in one lounge and aerial point are provided. The second lounge is a quiet area, both rooms are for the use of the residents.



## **Bedrooms**

Bedrooms are private spaces; staff are instructed to knock before entering. Each bedroom is individually decorated and furnished. All bedrooms have a wardrobe, bedside cabinet, and a suitable bed.

The home is centrally heated. Hot water is maintained within recommended limits. Rooms are cleaned daily and bed linen changed weekly or as necessary.

Each room has a television. Radios, computers etc can be brought in and installed in bedrooms upon request. There is also access to WIFI.

## **Bathroom and toilet facilities.**

There are toilets suitably sited around the home and close to daytime areas. There are baths and shower facilities.

## **Meals.**

Y Garreg Lwyd provides home-cooked meals. We employ experienced cooks who consider individual needs, likes and dislikes. The menu offers choice and variety for a healthy, wholesome and balanced diet and is rotated regularly and reviewed and adapted according to seasonal changes. Food is freshly prepared and cooked and homemade cakes are made daily.

Residents are encouraged to have their meals in the dining room but can eat in their own rooms if they prefer.

We have a menu board in the dining room so that residents can see the choices that are available.



**Meal times are:**

<b>Breakfast</b>	<b>7.30 - 9.30 am</b>
<b>Mid-morning tea and biscuits</b>	<b>10.00 - 11.00 am</b>
<b>Lunch</b>	<b>12.00 - 1.00 pm</b>
<b>Afternoon tea and cake</b>	<b>3.00 pm</b>
<b>Evening meal</b>	<b>5.30 – 6.30 pm</b>
<b>Evening drinks</b>	<b>8.00 – 10.00 pm</b>

**Tea, coffee, drinks, and snacks are available on demand at any time.**

**In our last inspection by the Environmental Health we received a Food Hygiene Rating of 5\* for our kitchen standards.**

**Fire Safety.**

Y Garreg lwyd is protected by a comprehensive fire safety system, which is regulated and inspected by the local Fire Authority.

Fire advice and information is displayed around the home with a complete fire safety policy available in 'Policy and Procedure Manual'. Policies and procedures are revised and updated as required. Staff receive regular mandatory fire training. Fire prevention and firefighting equipment is provided and inspected and certificated as a statutory requirement.

**Residents' finances/personal possessions**

There is a facility provided for the safe keeping of money and personal possessions.

Personal allowances from funding authorities are kept in a separate 'Residents' Account' with money used to pay for individualised items.

It is recommended that large amounts of cash, or items of value are not brought into the home, without separate insurance cover.

## **Description of Special Services, Support and Facilities**

Staff at Y Garreg Lwyd are experienced in caring for people with mild dementia, mobility problems, incontinence and other age related difficulties. We seek advice from appropriate specialist services if required. Local community nurses support staff when residents require nursing care.

### **Advocacy**

There is an advocacy service provided within the mental health services and also an independent service provided through Age Concern. Care Aware is a public advocacy service specialising in care issues for older people.

Arrangements can be made via the Manager if need be.

### **Newspapers**

We can arrange for newspapers and magazines of choice to be collected on request.

Mail can be handed to staff and arrangements will be made for it to be posted. Incoming mail will be delivered to residents daily.

### **Telephone**

We have a portable handset and a mobile phone which staff can take to residents for personal calls in the privacy of their rooms. Many residents have their own mobile phones.

### **Laundry and cleaning services**

Personal laundry is catered for free of charge. Residents are advised to bring in machine washable clothes, as we cannot be held responsible for damage caused to clothing by laundering. All items of clothing should be clearly labelled with the resident's name. Laundry staff can arrange for clothes to be dry-cleaned upon request and this will be charged for separately.

## **Internet**

All residents and their guests have access to the Home's WIFI

## **Social Activities**

Y Garreg Lwyd adopts different methods to try to encourage activity and avoid social isolation. The activity programme is posted on a notice board in the dining room. Samples of the activities provided include:

- Pampering – nail care, hand and foot massage
- Sing-a-longs and reminiscences
- Armchair workouts
- Art & Craft & General knowledge quizzes and crosswords
- Regular house musical entertainment
- Visiting choirs including children's choirs
- Visits from pets

Residents are encouraged and supported to pursue social activities in and out of the home.

Not all residents will want to participate and individual choices will be respected.

## **Transport to and from the home**

There is a bus service which runs through the village. Private taxi/transport can be arranged upon request for residents to go on shopping trips and outside visits. An ambulance can be arranged, usually free of charge, for residents to attend hospital appointments. We encourage families to accompany residents to outside appointments wherever possible. Should this prove difficult, arrangements will be made for a staff member to accompany the resident.

## **Pets**

Visiting pets may be allowed at the discretion of the manager. Residents and/or visitors must be able to take responsibility for their pets whilst on the premises.

## **Visiting**

Visitors are welcome at any time.

Visitors should sign the 'Visitors Book' upon arriving and leaving the home to enable us to comply with fire regulations. Visitors are advised to check with staff before entering residents' rooms and to have consideration for other residents. We acknowledge residents' rights to refuse any visitor.

## **Key Contract Terms and Conditions of Residency**

There is a standard contract. Amendment will be considered on an individual basis.

Residents will be invoiced on a monthly basis unless otherwise agreed, for fees and any items and personal expenses charged for in addition to fees.

## **Fees**

Fees do not include: • Hairdressing, chiropody, complementary therapies • Personal effects such as clothing, newspapers, books, toiletries • Dental or optical checks/treatments, physiotherapy • Travel to and from the home for recreational purposes • Staff escorts

An annual contract review is carried out and any changes to the terms and conditions of residence are notified to the resident.

## **Complaints procedure**

Should a resident or their representative wish to raise a concern or complaint they should feel free to approach the Management team at any time. Concerns raised with any member of staff will be communicated to the management team and dealt with appropriately.

We can assist a resident or their representative to access independent advocacy support if required.

We hope that any complaints can be resolved informally. If a resident or their representative wishes to make a formal complaint this can be done in writing. Complaints will be acknowledged within 2 working days. A formal response will be provided as soon as possible and in any event within 28 days. The complainant will be kept informed of progress.

Following the investigation, we will take appropriate action to rectify the issue if necessary.

Failing a satisfactory outcome, a complaint can be made to Care Inspectorate Wales, and this should be addressed to:

Care Inspectorate Wales  
Government Building  
Picton Terrace  
Carmarthen  
SA31 3BT

Tel: 0300 7900 126

Email: [CIW.Carmarthen@gov.wales](mailto:CIW.Carmarthen@gov.wales)

### **Quality assurance**

At Y Garreg Lwyd we are committed to maintaining and improving the quality of our service. Further copies of the home's Statement of Purpose and Service Users' Guide are available upon request.

We have a comprehensive quality assurance programme, and complaints are dealt with as above. We aim to promote good relationships with our residents and visitors and welcome suggestions on how to raise standards within the home.

We regularly review and monitor our service and have an open door policy, which gives staff, residents and their representatives the opportunity to raise any issues or suggestions immediately. We always strive to improve our service.

The Responsible individual works closely with the management team who control the delivery of the service on a day-to-day basis. This ensures that any issues are identified and dealt with quickly so that the Home can run as effectively as possible, ensuring our residents can achieve the best possible outcomes.

An important approach to our quality assurance is through questionnaires to obtain the views of residents, relatives/representatives, staff and visiting agencies.

**Policy.**

The Home is run with due regard to the sex, sexual orientation, religious persuasion, racial origin and cultural and linguistic background and any disability of service users.

**Revised August 19th, 2025**

