

STATEMENT OF PURPOSE

DOLWAR RESIDENTIAL HOME

Llanbedrog, Pwllheli, Gwynedd. LL53 7PA
01758740923 dolwargw@yahoo.co.uk



REVIEWED MARCH 2025

ABOUT THE PROVIDER

Service provider	Dolwar Care Home Ltd.
Address of service provider	Dolwar Llanbedrog Pwllheli Gwynedd LL53 7PA
Legal entity	Limited company
Responsible individual	Gwen Williams
Manager of service	Ceri Ann Roberts
Name of service	Dolwar Care Home
Address	Dolwar Llanbedrog Pwllheli Gwynedd LL53 7PA

SERVICE LOCATION DESCRIPTION

Dolwar residential home stands in the heart of the rural village of Llanbedrog, 3 miles from the town of Pwllheli.

There is a Church and 2 chapels in the village and the local Vicar will occasionally call at the home to chat with the residents. Residents are encouraged to attend Sunday service in the chapel across the road and are joined by the carers. Hand in hand the carers will hold a religious service and an afternoon of singing traditional hymns at home on some Sundays, as part of our programme of activities.

Pupils at Ysgol Llanbedrog come to us to perform up to 3 times a year, the experience always enjoyable and uplifting.

Except on public holidays, public transport travels through the village quite regularly. Limited service of course offered on Sundays. Residents are encouraged to use this service where possible to promote their independence. In addition, arrangements can be made with the local Drws-i-Ddrws transport service, which offers special provision for any resident wishing to visit and facilities in the area.

There are 2 local pubs, Y Llong and Glyn Y Widow, where residents spend some time relaxing on a few nice evenings or feasting over the Christmas holiday.

Spar village shop is a useful for purchasing key goods and newspapers for the residents.

There is a close relationship between the local council and the home, and Dolwar was recently granted permission to use the village hall in emergency circumstances e.g. as a refuge in an emergency.

There is a pharmacy not far from home and two GP surgeries in the area – Treflan, Pwllheli and Rhydbach, Botwnnog.

THE RANGE OF NEEDS OF THE INDIVIDUALS TO WHOM THE REGULATED SERVICE IS PROVIDED

Physiotherapists and occupational therapists work at Bryn Beryl on the outskirts of Pwllheli and will visit on demand.

No nursing care is provided at home but we have a good working relationship with the Llyn community nursing team who drop in to deal with any nursing needs if necessary.

Mr.Thomas from the podiatry service will visit the home every 3 months or upon request.

Local advocacy is also used should the need arise.

Hairdresser Maria Thomas will call every other Monday.

All residents are registered with the "Gwen Am Byth" dental care program and the dentist will call occasionally to assess the residents' hygiene and oral condition and to offer training and advice to staff regarding the care of the lichens.

Specsavers will call from time to time to test and assess the vision of residents.

Age range of people using the service	Aged 65 or over
Gender of people using the service	All genders
Maximum capacity	17

HOW THE SERVICE IS PROVIDED

We are proud to be able to offer a highly professional homely care service for older people under the Social Service and Wellbeing (Wales) Act 2016 following the statutory guidance of the Social Care Regulation and Inspection (Wales) Act 2016. We are proud to be able to accept residents for long-term, and short-term, respite care if rooms are available, as well as daycare.

Through the care offered at Dolwar Residential Home, we ensure that our residents and their households are a hub of care sensitive to the individual's needs. It covers the following goals:

- Privacy
- Dignity
- Independence
- Preference and Wishes
- Rights
- Achievement

Privacy

We respect all information about the individuals in our care, and keep it strictly confidential.

Dignity

Every individual is treated and discussed with respect, and all of our residents are enabled to retain their dignity.

Independence

We promote and enable individuals to take careful and safe risks, to make their own decisions and to think and act for themselves. We will offer support as needed of course.

Preference and Wishes

We ensure that the individuals in our care have various opinions in their daily lives, and are able to choose activities according to their own desire and ability.

Rights

All of the basic human rights of the individuals in her care are protected, including consent, confidentiality, security, equality, and independence. We encourage freedom of expression.

Achievement

Individuals are enabled to realise their own goals and desires, creating opportunities for them to achieve their objectives in the realm of an aspect of everyday life.

Home Access

Access to the home is arranged either through addresses from Gwynedd Social Services, through private applications, or through addresses from Community Nurses or GPs.

The manager will cue a pre-housing access assessment working in partnership with social services and their "What's important to me" assessment. A further request will be made to the local surgery for the person's medical history. With private access applications, social services may participate, but if they do not the individual's needs are discussed with the individual themselves, their next of kin, or an advocate, to ensure that the individual receives the necessary relevant care.

On admission to the home for the first time, social services, the home and the family will meet to review the care provided for the individual for the past six weeks. If everyone is satisfied, then social services will review annually, or as individual needs change.

Include this a discussion with the resident, their next of kin or advocate to see if there are any changes that can be made that could improve things.

We have quality quality monitoring systems in place, to ensure that all services and procedures are closely monitored and continuously improved. It focuses on the smallest details that are core to our work here at Dolwar Residential Home. An important element of our quality programme is to involve the individual and their relatives in the process. An individual satisfaction questionnaire is divided into a plural, to gather feedback to improve our service.

A dual lingual service is offered through both Welsh and English.

STAFFING ARRANGEMENTS

Gwen Williams, the NVQ responsible person has level 4 in management, and is working towards cultivating essential, relevant and special training.

Ceri Ann Roberts holds an RGN, RMA level 5 qualification and an NVQ Assessor qualification, and is working towards cultivating essential, relevant and special training.

Wendi Wynn has gained NVQ level 3, with the eye to knit Level 5 in management and leadership.

We have 3 Senior Carers with NVQ level 3 in health and social care, and essential and special training is going on.

There are 13 care staff, who have quadrupled their level 2/3 NVQ in health and social care.

All carers are registered with Social Care Wales.

The chef has a level 3 qualification in Food Safety, and Gwynedd Council has given the home a score of 5 for food hygiene.

Staffing levels on a typical day will be as follows:

Day 07.00 – 17.00: 1 Manager or responsible person, 1 Senior Carer, 3 Carers, 1 Cook, and 2 Domestic Staff.

Evenings 17.00 – 22.00: 1 Senior Carer and 2 Carers.

Night 22.00 – 08.00: 2 Carers

The responsible person, manager, or subordinate manager will be on demand every night.

A staff member trained to administer medication will be available on all rota, as well as a member of staff with relevant comorbidities in Dementia, Parkinson's and stroke awareness.

During the day, the Controller is the subordinate Manager, and the RI is available in the event of an emergency. With the nom at least one Senior Carer will be available to inspect and support, as well as be on call to offer any necessary support.

All staff are supervised and supported as appropriate. There are supervision and appraisal sessions with staff to ensure staff are aware of their duties, and to support them to reach their full potential. These are also an opportunity to provide feedback to staff.

TRAINING

A variety of different providers are used to train staff such as Gwynedd Council, SocialCareTv, Ethical work force solutions and Mon Fire.

Staff will have to attend mandatory training, as well as special or interest training.

Here's what over-training staff are expected to have coupled

- First aid at work
- Health and Safety
- Fire Safety
- Fasting and Manipulation
- Defend
- Mental Capacity and Deprivation of Liberty
- Food Safety
- Dementia
- Social Services and Well-being Act
- Infection Control
- Medicine
- Stroke Awareness
- Parkinson's Awareness
- Arthritis Awareness
- Sugarcane Disease
- Sepsis
- Record Keeping
- End of Life
- Dysphagia
- Gofal Stoma a Catheter
- Skincare

In addition to training, staff will be invited to various webinars offered by Betsi Cadwaladr University's Ichyd Board, Palliative Care Team, Public Health Wales.

FACILITIES AND SERVICES

The home is registered for 17 inhabitants, with a scheme as follows:

Floor

- 4 Single en-suite bedrooms
- Shower room
- 2 Toiled trigolion
- Quiet area (Community)
- Sun lounge / Dining room (Community)
- 2 Lounges

1st Floor

- 4 Bedroom en-suite
- 3 Single bedrooms
- 1 Double bedroom
- Quiet area (Community)
- Shower room

2nd Floor

- 4 Single bedrooms
- 1 Toilet

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- Community seating area (access via ramp). This area is used as an activity area for box gardening, wildlife feeding and other weather-dependent activities. There is also a patio area at the back, where afternoon tea is served in the summer.

The use of CCTV is in place in areas outside the Dolwar building, as well on corridors to protect residents and staff.

QUALITY GOVERNANCE AND MONITORING

The service is inspected by a number of external bodies including Care Inspectorate Wales, Gwynedd Council, Public Health Wales.

There are also a number of internal measurements in place to govern and monitor quality. We encourage a fair and inclusive culture, where the rights of the individual are respected. The RI is in the Dolwar building a number of times a week, and will formally meet with the manager every three months to discuss quality assurance.

Meetings will be held with the resident and staff to share information and receive feedback.

QA questionnaires will be shared to residents, family & friends and professional employees who will visit Dolwar. The information collected will be analysed and improvements / changes made as appropriate.

The manager will conduct a number of internal appetizers on a weekly / monthly basis to monitor quality such as infection control, intoxication, cleaning and so on.

There is a notice board in the foyer where information is about activities taking place. There is also a noticeboard for staff to share information about training and undue other relevant information.

HANDLING AND COMPLAINTS

If an individual, relative or visitor feels there is cause to complain, a Complaints Procedure has been put in place to enable this to be implemented. Firstly, any problems or complaints should be discussed with the Controller or Responsible Person. If the complainant remains dissatisfied, then the complaint can be recorded on a Complaint Form, available from the Comptroller's office. A full investigation will be implemented, and the complainant will be notified of the outcome within 28 days of the day the initial complaint was made.