

The Graylyns Residential Home

"A Home, From Home"



Statement of Purpose

Graham and Lynne chose to open The Graylyns close to three decades ago after a dear family member was diagnosed with dementia. That beloved member of the family lived out their latter days and months in a residential care home.

It was during this time that Graham and Lynne realised that many Residential Settings were too big and missed a genuine loving and caring, homely environment. Due to this lack of person-centred care, the family member became increasingly more anxious, unsettled, and withdrawn

That care home lacked the time, compassion and empathy, leaving the family member to be often isolated and left to their own devices.

Due to this lack of stimulation, care and love the family become a shadow of their former self.

Upon the Individual passing, Graham and Lynne promised they would open a care home which provided everything they felt was missing during the final months and days of the family members life.

Therefore, The Graylyns was born... along with a 'promise' of:

Providing high quality, person-centred care for older people. Where their well-being and independence is at the forefront of the care they receive.

- ❖ *This will be done in a homely environment through committed core values of:*
 - *trust,*
 - *openness, and*
 - *transparency.*
- ❖ *Where all older people will be treated with:*
 - *Integrity,*
 - *dignity and*
 - *mutual respect.*
- ❖ *Every individual will feel safe and secure in their home.*
- ❖ *Older individuals will be actively encouraged to participate in recreational activities of their choice, with an emphasis on promoting their well-being and cognitive engagement.*

The Graylyns purpose will always be to set and maintain the highest standards of 'good practice'. This will be achieved within a caring and nurturing environment, which encourages older people to thrive as individuals and employees as caring professionals.

Andrew Jones (Registered Manager).

The Graylyns LTD

The Graylyns Residential Home, Letterston, Pembrokeshire, SA62 5UD
Company No. 9445488

Service Provider: The Graylyns LTD
Legal entity: Limited Company
Responsible Individual: Ms. Talent Chirandure
Registered Manager: Mr. Andrew Jones
Name of Service: The Graylyns Residential Home
Address of Service: The Graylyns, Letterston, Haverfordwest, Pembrokeshire, SA62 5UD.
Tel: 01348 840582 Email: thegraylynsresthme@outlook.com
Website: www.thegraylyns.co.uk

The Graylyns is situated in the North of Pembrokeshire, centrally between Fishguard, The County Town of Haverfordwest and the City of St David's. We are approximately a 5-minute drive from Fishguard Harbour on the main A40. We are also on a primary bus route.

Our Home is set in just over half an acre of land, with beautiful surrounding, panoramic views taking in the beautiful Pembrokeshire countryside, including the Preseli Hills.

There are two local villages nearby, Letterston and Wolfscastle.

Letterston boasts shops, hairdresser, post office, butchers, and the award-winning chip shop 'Somethings Cooking'

While the pretty village of Wolfscastle, multiple winners of the Wales in Bloom Competition, hosts several community events throughout the year.

Both villages offer excellent food and accommodation.

Those that use our Service and the range of needs we support:

Emotional and Physical Wellbeing	All aspects of Personal Care
Dementia Care	Mobility Decline
End of Life Care/Palliative	Convalescence/Respite Care
Behaviours which can be challenging	

- *Adults aged sixty-five (65) and older, of all sexes requiring personal care.*
- *Adults aged sixty-five (65) and older, with Dementia/Mental Infirmary.*
- *No Nursing care is provided.*

We offer care for:

The Graylyns Residential Home:

- *15 Individuals on a 24-hour, 7 day a week basis.*
- *1 Individual for short term respite care (maximum stay 6 weeks)*
- *2 Individuals for Day Care (Monday–Friday 10:00am–4:30pm)*
-

Respite Care

The Graylyns offers a room for pre-booked respite care. This room is solely for short-term care and can only be booked for a maximum period of 6 weeks.

This cosy room has been recently decorated to a high standard and overlooks our enclosed courtyard garden. It comfortably houses a profiling bed with air mattress, a straight back comfortable chair and draw-storage for both clothes & personal belongings. Furthermore, the room boasts a new wall mounted television and full internet access.

This respite room is accompanied by separate toileting facilities, which is adjacent to the room. However, there is no access through the room to these facilities.

Please note:

- ***Due to the size and purpose of this room no respite would be taken if the foreplaning of any party would be that it leads to long-term care.***
- ***The Individual must be fully independent with their mobility. This room is unable to accommodate any mobility aid, bar that of a walking stick***
- ***All admissions for this service will follow the same procedure of an Individual being admitted for full-time care. Please refer to the 'Admission to The Home' section.***
- ***This Service WILL NOT be offered over the festive period (24th December – 1st January).***

The individual on respite would benefit from the excellent, person centre care delivered by The Graylyns. They would have full access to all our facilities and entertainment.

They would be a welcomed member of The Graylyns family for the duration of their stay.

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Day Care

The Graylyns offers Day Care for up to **two** individuals, Monday through Friday, 10.00am-4.30pm.

The individual(s) will benefit from all The Home has to offer, including, but not limited to:

- Elevenses,
- Two-course lunch,
- Afternoon Tea,
- Daily Mental Stimulation (Activity),
- Booked Entertainment (if applicable),
- Assistance to complete Personal Care needs (Excluding Showering and Bathing).

Please note:

- ***Maximum of Two Individuals at any given time; booking is mandatory and essential.***
- ***The Individual must have a good level of independency regarding their mobility.***
 - ***This is due to the number of low-level steps throughout the premises. Rollator Frame can be accompanied.***
- ***All admissions for this service will be based on an assessment by the Management/Senior Team.***
 - ***The procedure strongly recommend is a 'meet and greet' where the individual, accompanied by a representative will visit The Home.***
- ***This Service WILL NOT be offered over the festive period (24th December – 1st January).***



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Admission to The Home

Admission to The Graylyns Residential Home is subject to a comprehensive pre-admission assessment undertaken by the Registered Manager or nominated representative. The assessment considers whether the service, environment, staffing and facilities can safely and appropriately meet the individual's assessed needs, whilst also ensuring compatibility with existing residents and the ethos of the service.

Bedroom allocation forms part of this assessment process. Individuals will only be accommodated in bedrooms that are compatible with their assessed mobility, evacuation and support needs. Where first-floor accommodation is considered, this will only be allocated where the individual can safely access and use the environment, including independent use of the stair lift where appropriate.

Traditionally, the assessment will normally take place in a face-to-face manner with:

- The Individual,
- Family member(s),
- Social Worker (If appropriate),

However, under certain circumstances assessments can all be conducted:

- via telephone/video calls with:
 - Family member(s),
 - The individual's General Practitioner,
 - Social Worker (If appropriate),
 - Mental Health Team (if appropriate).

Prior to admission a detailed 'Admission and Personal Belongings' form is emailed to the Immediate Next of Kin to be completed for the individual. This includes:

- Next of Kin details,
- On-going Treatments,
- Hobbies and Interest,
- Likes and Dislikes,
- Current Medication,
- Personal Information,
- Personal and Family History,
- And so on...

A private contract, (if applicable) with all the Homes Terms and Conditions is signed by both parties (Two copies).

On admission, every individual receives a Welcome Pack, including a welcome letter and The Graylyns Complaints Procedure, together with any other information required to help them settle into the home.

The Graylyns Residential Home operates in accordance with its Admission to The Home – Permanent & Respite Admissions Policy, which provides detailed guidance on the admission process, assessment, compatibility, bedroom allocation, risk management and decision-making.

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Visiting the Home

The Graylyns Residential Home recognises the important role that family, friends and those significant to the individual play in promoting wellbeing, maintaining meaningful relationships and supporting positive outcomes. Visitors are warmly welcomed and encouraged to remain actively involved in the lives of individuals living within the home.

To assist us in planning the day and ensuring individuals are available to receive visitors, we kindly ask that visitors telephone the home in advance of their intended visit wherever possible.

Visitors are welcome to access the communal areas of the home; however, where appropriate, they are encouraged to spend time with their family member or friend in the privacy and comfort of their bedroom or other suitable areas within the home.

Visitors include, but are not limited to:

- Family and friends;
- Health and social care professionals;
- External healthcare providers;
- Education and training providers (including college assessors);
- Contractors and maintenance personnel.

To help protect the health and wellbeing of individuals living within the home, visitors are kindly asked not to attend if they:

- Have symptoms of an Acute Respiratory Infection (ARI);
- Feel generally unwell;
- Have been advised to self-isolate or avoid contact due to an infectious illness.

Routine visiting hours are between 9:30am and 5:00pm.

To promote dignity, independence and a positive dining experience, Protected Mealtimes are observed during lunch and the evening meal. Visitors may therefore be asked to temporarily delay their visit to allow individuals to enjoy their meals with appropriate support and minimal disruption.

Where additional infection prevention and control measures become necessary, any temporary changes to visiting arrangements will be implemented following risk assessment and communicated to individuals, families and visitors accordingly.

The Graylyns Residential Home recognises that there may be exceptional circumstances where flexibility is required. During periods of significant illness, deterioration in health or end-of-life care, visiting arrangements will always be considered compassionately and in partnership with the individual and those important to them. Families and loved ones will be supported to spend meaningful time together whenever possible.

Further information regarding visiting arrangements is available within the Welcome Letter – Information for Individuals, Families and Loved Ones. Any questions regarding visiting arrangements should be directed to the Registered Manager, Mr Andrew Jones.

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Dietary Needs:

We are very much aware of dietary needs and fully understand every individual has different preferences with their diet.

We prepare our meals fresh every day and follow a four-week menu. At your request you can have a copy of said menu. If there is something which you dislike, a suitable alternative will be offered.

The menu is reviewed often, considering Individuals likes and dislikes.

Please note, on the exceedingly rare occasion the menu can change to meet the needs and running of The Home.

We cater for a full range of dietary requirements, including diabetic, vegetarian, and Gluten Free (Lifestyle Choice).

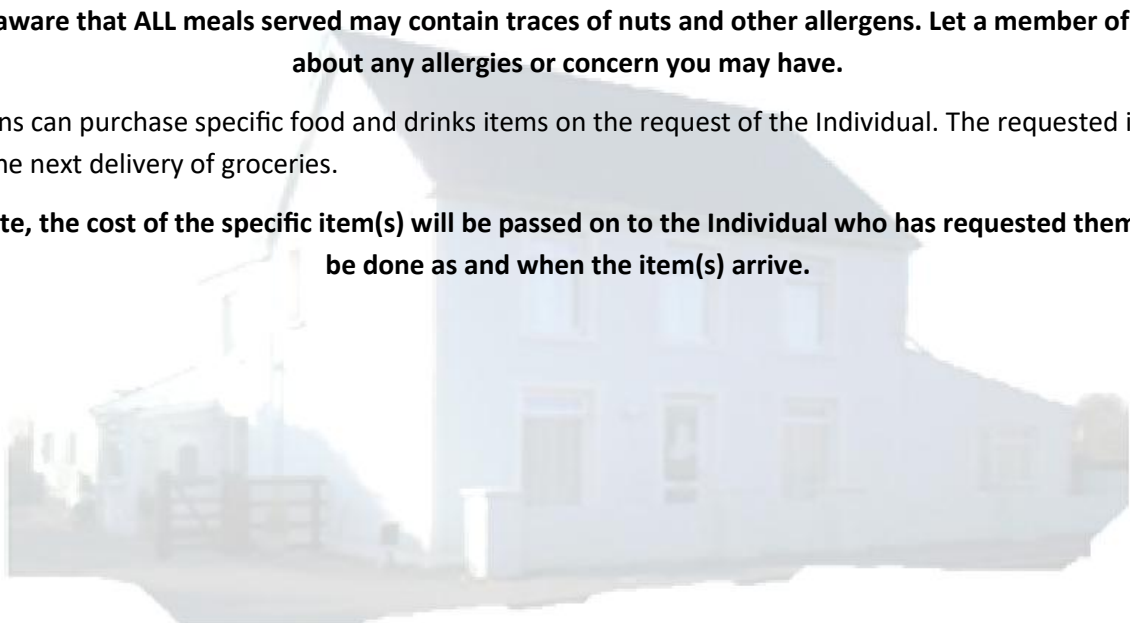
Please note, due to our kitchen set-up and with no recognised cook/chef we cannot cater for those with Celiac Disease. We apologise for this, and any inconvenience caused.

We have an up-to-date list of '*allergens*' which can be found in the products that The Graylyns use. Again, this is available on your request.

Please be aware that ALL meals served may contain traces of nuts and other allergens. Let a member of staff know about any allergies or concern you may have.

The Graylyns can purchase specific food and drinks items on the request of the Individual. The requested item(s) will arrive on the next delivery of groceries.

Please note, the cost of the specific item(s) will be passed on to the Individual who has requested them. This will be done as and when the item(s) arrive.



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Individual Care Planning:

The Graylyns Residential Home epitomises a 'Home from Home' environment. Our promise is to provide high quality, person-centred care for older people. Where their well-being and independence is at the forefront of the care they receive. We aim to do this in a comfortable, homely environment through committed core values of trust, openness, and transparency. Where older people are treated with integrity, dignity, and mutual respect.

The Graylyns adopts an eclectic philosophy of mental health approaches. We feel a singular approach towards mental health is not suitable, therefore we care for the individual, not to their conditions and/or illnesses.

Following admission, an initial care plan is developed using information gathered during the assessment process, together with input from the individual and those important to them. This forms the foundation of a person-centred plan of care that reflects not only the individual's health and support needs but also their preferences, routines, aspirations, interests and what matters most to them.

Supporting documentation, including individual risk assessments, medication records, nutritional assessments and any specialist guidance, forms part of each individual's overall care record. These documents are maintained together to ensure staff have access to accurate, current and consistent information when delivering care and support.

Care plans remain live documents and are updated whenever an individual's needs, preferences or circumstances change. In addition, comprehensive care plan reviews are undertaken at least every **three months**, or sooner where significant changes occur, to ensure care remains safe, effective, person-centred and outcome focused.

Reviews are undertaken in collaboration with the individual and, where appropriate, their family members, representatives and relevant professionals. The review process considers progress towards personal outcomes, changing support needs, identified risks, wellbeing, independence and opportunities to further enhance the individual's quality of life.

The Graylyns Residential Home is committed to ensuring care planning is dynamic, collaborative and reflective of current best practice, supporting individuals to live fulfilled lives whilst promoting dignity, choice, independence and positive risk-taking.

Emotional Wellbeing:

The Graylyns prides itself on the Physical and Emotional Well-Being of all Individuals throughout the day. Focusing time during the afternoon where staff sit and enjoy the company of individuals residing within the home. Whether it is through the completion of a crossword to creating a 'work of art' or just being there and lending an ear.

The Graylyns encourage all Individuals to be physically and mentally stimulated, asking the older person and family, (if necessary) to provide information of hobbies and interests. This way we can continue to promote an Individuals passions, hobbies and skills.

We have a vast array of 'activities and resources' we use daily. Though for some more specific interests we ask the Individual and/or family to bring in their own equipment and/or resources.

The Graylyns does not have specific transport to use. However, several staff have relevant car insurance cover allowing them to take the Individual(s) out and about. We attempt to take out the Individuals as often as possible, dependant of Staffing, Transport and Weather.

We have created a partnership with a local child minder, hosting craft and baking sessions. We continue to immerse ourselves within the local community, inviting local performers and entertainers into The Home.

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Furthermore, we encourage and where possible invite religious figures into The Home to continue the Individual(s) participation within their religious/spiritual beliefs.

Even with The Homes positive intervention and stimulation activities there will always be the odd occasion of unsettled behaviour which could challenge.

During these specific times, our trained staff are encouraged to use distraction and de-escalation techniques and practices to return The Home to its usual calm and comfortable environment.

However, this approach is not always successful, therefore The Home has several other ways and means to manage anxious and unsettled behaviour. They are, but not limited to:

- Prescribed Medication

Under the care and supervision of GPs and the Pembrokeshire's Mental Health Team some Individuals can be prescribed medication which can be used to reduce an individual's anxiety levels.

- Deprivation of Liberty Safeguarding (DoLS)

This allows The Home (and other similar environments, such as hospitals) to legally restrict the freedom of movement for individuals who lack the mental capacity to consent to their care arrangements, but only when it is in their best interests and is the least restrictive option.

For more information on the above, please ask to speak to the Registered Manager.

Finally, The Graylyns organises the following:

- Hairdresser
The hairdresser has all relevant qualifications. She visits The Home every seven weeks as standard, but this can be adapted for individual needs. Her prices are very competitive, please ask for a price list.
- Chiropodist
The chiropodist/podiatrist is fully trained and qualified. She visits every 7 to 8 weeks as standard. She is locally based and happy to come in and review/treat any concern and/or emergency. The charge is of a flat rate.

These services are NOT included in the weekly fee of The Home.

**Director
Mrs. Lina Chirandura**

**Responsible Individual
Miss. Talent Chirandura**

**Mr. Andrew Jones
Registered Manager**

- QCF Level 3 in Health and Social Care.
- QCF Level 5 in Adult Residential Management
- Level 3 Moving and Handling Train the Training
- Level 3 Emergency First Aid at Work
- CPI Safety Intervention and Positive Behaviour Support Train the Trainer

ALL staff either have or are working towards a recognised Health and Social Care Award. Whether it is a Level two or three qualification, these are worked based qualification and candidate lead.

The examination board is City and Guilds, and they are led by Local Education providers.

Along with the above ALL staff complete a thorough 'in-house', accredited training programme.

Topics are, but not limited too:

Managing Behaviours which Challenge, Continent Promotion, Dementia Care, Dying, Death and Bereavement, First Aid Awareness, Food Hygiene, Health and Safety, Infection Control, Moving and Handling Theory, Safeguarding for Vulnerable Adults, Safe Administration of Medications.

Staffing and Support Arrangements

Staffing arrangements within The Graylyns are designed to ensure that the needs, wellbeing and safety of all individuals are met at all times.

The Graylyns generally operates three shift patterns over a 24-hour period (depending on the needs of the individuals residing within the Home and staff availability).

- **8am to 2pm**
3 members of staff including one senior member of the team.
 - **2pm to 8pm**
3 members of staff including one senior member of the team.
 - **8pm to 8am**
2 members of waking staff.
-

Appraisals and Supervision arrangements:

The Supervision Process

At The Graylyns, staff supervision is an ongoing and supportive process designed to promote professional development, reflective practice and high standards of care. Formal supervision meetings take place regularly and provide an opportunity for staff to discuss their role, training needs, wellbeing and any concerns they may have.

Topics covered may include, but are not limited to:

- Training and professional development
- Role-specific responsibilities
- Safeguarding or practice concerns
- Personal wellbeing and support

Staff are encouraged to raise any concerns openly and will be supported by the management team to address any issues appropriately.

We, as a Home will support you to the best of our abilities, directing you to the most suitable service if we cannot fully deal with any concern/issue 'in-house'.

Staff wellbeing and support are monitored through an ongoing record maintained between the employee and management. This document provides a space to record any concerns, observations or matters relating to staff wellbeing that may arise during day-to-day practice.

The document acts as a live record and is reviewed during formal supervision meetings. This allows both the employee and the Registered Manager to reflect on any issues raised, provide appropriate support where required and ensure that staff wellbeing continues to be monitored as part of the supervision process.

Formal supervision meetings are typically held on a quarterly basis, where staff meet with the Registered Manager or a nominated senior member of the team to review their role, discuss development opportunities and reflect on their practice.

These Quarterly Reviews specifically highlight two strengths of an employee and one area of improvement. These "two stars and a wish" will be reviewed during each formal supervision meeting.

All supervision and wellbeing records are maintained securely in line with the organisation's confidentiality and data protection procedures.

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Please note: For matters such as appraisals, supervision, and disciplinary actions, any potential conflict of interest will be addressed and managed by having the most suitable senior member of the company take responsibility.

The Appraisal Process

In addition to regular supervision meetings, staff members participate in an annual appraisal process.

As part of this process, employees complete a **Staff Self Appraisal**, allowing them to reflect on their role, achievements, professional development and any support or training needs they may have.

The Registered Manager, or a delegated senior member of staff, will then complete a **Management Summary**, which reviews the employee's performance, recognises strengths and identifies any areas where additional support or development may be beneficial.

The appraisal meeting provides an opportunity for both the employee and management to discuss the outcomes together and agree any objectives or development goals for the year ahead.



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The Graylyns provides a welcoming and homely environment which supports individuals with varying levels of independence. Whilst the accommodation areas operate as separate living environments, the grounds of The Graylyns allow individuals to enjoy shared outdoor spaces and a sense of community within the service.

The Graylyns is not a purpose-built care home. The original part of the building was built in 1910 and served as a farmhouse to the surrounding land. Over the years it has been developed to what it is today. Where there is a need for steps, they have been carefully planned to accommodate wheelchair users and those that walked with walking aids. Handrails are placed where needed.

The original farmhouse houses Seven bedrooms; four rooms boasting en-suite facilities, two benefiting from wash facilities and one room solely used for short term respite care. Upstairs you will find three of the Bedrooms; a stair lift is installed for those who need assistance to the upstairs area. The other four bedrooms are on the ground floor, accompanied by one large sitting area with entertainment facilities.

Located in the main corridor of The Home we have two newly fitted wet rooms with WC provisions.

As you continue walking through our Home there is another lounge (known as the garden lounge) with a T.V, plus smaller quiet sitting and reading areas, which overlooks our courtyard garden.

The kitchen is situated at the heart of The Home.

Leading on from the kitchen area there is a second corridor which houses a further four bedrooms, a WC and our communal Dining Area.

In April 2018 we opened 5 new en-suite bedrooms, and these are located at the end of this corridor.

The Graylyns has Sixteen (16) bedrooms.

- Eight bedrooms provide en-suite facilities. Including W.C. washbasin and wet room facilities.
- Five bedrooms provide en-suite facilities including W.C. and washbasin.
- Two bedrooms provide a personal sitting room area plus washbasin and commode.
- One respite bedroom, with a W.C. and washbasin adjacent to it.

Total Size of the room (m ²)		Total Size of the room (m ²)		Total Size of the room (m ²)	
Room 1	19	Room 6	18	Room 11	17
Room 2	19	Room 7	13	Room 12	24
Room 3	13.5	Room 8	13	Room 13	19
Room 4	16	Room 9	23	Room 14	20
Room 5	12	Room 10	14	Room 15	15
Total Size of room (m ²)					
Room 3a (Respite Room)		8			

Please note: the total size of the room includes the wet room/en-suite.

	Size of Room in m ²
Main Lounge	34
Dining Area	22
Sun Lounge	17
Garden Lounge	28

Due to the care needs of our Individuals, we are a 'locked facility'.

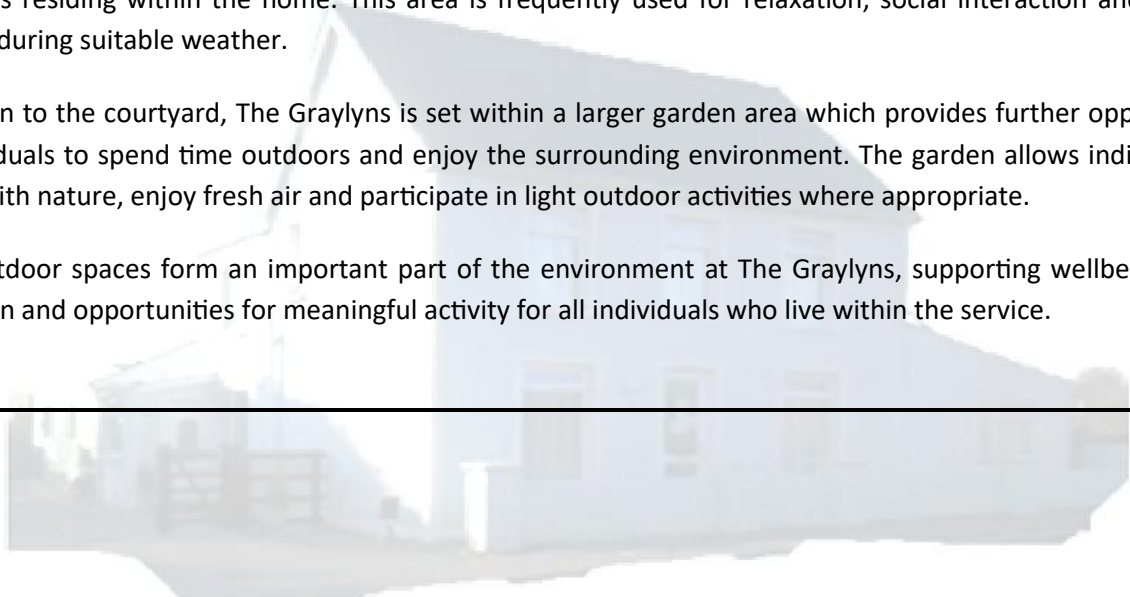
All external doors, except those which lead into the secure Courtyard Garden, are fitted with coded keypads to exit the building.

We encourage visitors to ring the bell informing us of their arrival, a Carer can then welcome you to The Home. This way we can guarantee the doors are closed and secured safely. This ensures the continued safety of all who reside with us.

The Graylyns benefits from a small courtyard garden which provides a safe and accessible outdoor space for individuals residing within the home. This area is frequently used for relaxation, social interaction and outdoor activities during suitable weather.

In addition to the courtyard, The Graylyns is set within a larger garden area which provides further opportunities for individuals to spend time outdoors and enjoy the surrounding environment. The garden allows individuals to engage with nature, enjoy fresh air and participate in light outdoor activities where appropriate.

These outdoor spaces form an important part of the environment at The Graylyns, supporting wellbeing, social interaction and opportunities for meaningful activity for all individuals who live within the service.



Reviewing and Improving The Home

The Graylyns carries out annual Quality Assurance Questionnaires. These are sent to:

- Individuals, Family members and friends, and
- Professionals, includes GPs, Nurses, Local Authority representatives, Advocacy Members and so on.

The feedback from these questionnaires produces an accurate and true reflection of what The Home does and can offer.

The Responsible Individual carries out quarterly formal visits to The Home (Regulation 73). These visits are advertised throughout, allowing plenty of time for anyone to share and discuss their views, positive and/or negative.

Further to the above The Responsible Individual produces Reports (Regulation 80) as and when but no less than every 6 months. The information gained is from both:

- Direct contact with The Home
 - Sight visits,
 - Reviewing of policies & procedures,
 - Reviewing of Individuals Personal Plans,
 - Risk Assessments,
 - And so on...
- Indirect contact with The Home
 - Verbal communications with Registered Managers/Senior Care team. This is done via phone calls, messages, and emails.

Finally, The Graylyns has a clear and easy Raising a Concern Policy in place to deal with any issue which may arise during any bodies time within The Home.

This is available on request.

Please note, All Individuals and Employees are given a copy of the 'Raising a Concern Policy'.

For those residing at The Home it is on admission. For those employed by The Home it is during induction.

This policy covers everything from poor home decoration to reporting inappropriate or abusive behaviour.

Thank you for taking the time to read this document.

Kind regards,

Mr. Andrew Jones
Registered Manager of The Graylyns Residential Home

Reviewed and Updated: 27th July 2026

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