



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

The Laurels Care Home

23 Meirion Street
Trecynon
Aberdare
CF44 8NH

Type of Inspection – Focused

Date of inspection – Wednesday, 27 July 2016

Date of publication – Monday, 5 September 2016

Welsh Government © Crown copyright 2016.

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.*

Summary

About the service

The Laurels Care Home is registered with Care and Social Services Inspectorate Wales (CSSIW) to provide accommodation and personal care to 18 residents over the age of 65 years. At the time of our visit all residents accommodated were female.

The registered manager is Julie Ward and the home owner carries out the role of responsible individual (RI), having overall responsibility for the quality and performance of the service. The registered manager was not present at the home on the day of our visit.

What type of inspection was carried out?

We (CSSIW) visited the home without prior warning on 27 July 2016 for the purpose of undertaking a focused inspection. This formed part of our annual programme of inspection visits. We considered the quality of life of people using the service and followed up on an area of regulatory non-compliance identified at the previous inspection. Information and evidence included in this report was gathered using the following methods:

- observation of daily routines and care practices at the home
- conversations with six service users, two visiting relatives and a visiting professional
- discussions with the RI and various members of staff on duty
- observation of recreational activities available for residents
- consideration of the home's menu plan and the residents' dining experience
- use of the Short Observational Framework for Inspection (SOFI 2). This tool enables the inspector to observe and record life from a service user's perspective; how they spend their time, their activities, the quality of interactions with others and the type of support received.
- examination of two service user care files
- consideration of the home's Statement of Purpose and Service User Guide
- brief visual inspection of areas of the home to which residents have access.

What does the service do well?

The service provides a consistently high standard of person-centred care by a stable staff group. The atmosphere is welcoming and homely and all grades and types of staff work together to promote the wellbeing of each resident.

What has improved since the last inspection?

No regulatory non-compliance notices were issued at the last inspection. However, we advised the registered persons that in order to fully comply with the requirements of Regulation 19 (2) (d) (i), a full employment history needed to be sought from every prospective employee as part of the recruitment process. We were unable to test compliance on this occasion as no new staff had been recruited since our previous visit in October 2015.

What needs to be done to improve the service?

No non-compliance notices were issued at this inspection and no good practice recommendations were considered necessary.

Quality Of Life

Overall, people living at The Laurels are treated kindly and respectfully. We observed staff communicating positively with residents, encouraging conversation and providing support appropriate to the needs of each individual. Care documentation was thorough and clearly evidenced the care delivered.

People are supported to maintain their independence and to do as much for themselves as possible. We spoke with a resident who told us that staff encourage her to wash and dress independently but are always at hand to offer support whenever required. During the lunchtime meal we saw staff assisting a resident to cut up their food and then demonstrating how best to use their dining utensils to eat independently and in a dignified manner. Plate guards and specialist cutlery were provided where needed. The needs of another resident with poor vision were recognised by staff and we saw a carer explaining where each item of food was situated on the person's plate so she could enjoy her meal with minimal support.

People are able to make choices in their day-to-day living and have influence in the home. We found that residents were able to choose when to get up and where to spend their day. We saw that some enjoyed the company of staff and other residents in the lounge, whereas certain individuals preferred the privacy of their own bedrooms. We spoke with a resident who enjoyed sitting quietly and reading in the conservatory where she was not disturbed by the TV in the lounge area. People had the opportunity to discuss their opinions, voice any concerns or contribute ideas in respect of the care provided at the home's monthly residents' meetings. We viewed the minutes of the last meeting which indicated that new residents had been welcomed and were given the opportunity to discuss their history, family and interests. All present confirmed they had no issues of concern.

People living at the home are able to enjoy pastimes and benefit from social interactions with staff and fellow-residents. We spoke with the activities organiser who informed us that various activities and events were organised during the week in accordance with the ability and choices of the residents. During the afternoon of our visit, a number of residents took part in the weekly knitting club. Items made, such as blankets and scarves, were donated to charities which the residents found rewarding and worthwhile. Other popular activities available included poetry reading and composing, quizzes, karaoke, singing, film watching and pamper sessions. We viewed the Activities Records file which provided a list of daily activities, along with which residents had participated and whether or not they had enjoyed. We also found evidence that entertainers visited the home and received favourable feedback. One resident told us they also enjoyed the regular church services facilitated at the home.

People benefit from a pleasant dining experience. We carried out a SOFI observation during the lunchtime meal and found evidence of good interactions between staff and residents and also between the residents themselves. This contributed to the overall calm and relaxed atmosphere in the dining area. The meals were well-presented on plates of varying sizes in accordance with the preference and appetite of each person. Tables were neatly laid with fabric cloths and napkins. We noticed a member of staff whispering discreetly to a resident who had difficulty co-ordinating her cutlery, to ensure

she was managing independently. We heard people expressing their enjoyment of the food served.

People are supported with their health needs and have access to medical care when required. We viewed a sample of care files and saw that residents' GPs visited the home on request. Other visiting health professionals included the optician, dentist and chiropodist, as well as the district nurse who was visiting at the time of our inspection. She told us, "*This is the best home in the area. The staff are wonderful and are always quick to inform us of any concerns with the residents.*" From our own observations we found that the staff were familiar with each resident's needs and promptly identified any changes in their condition.

Quality Of Staffing

This theme was not the focus of our inspection on this occasion; however, we observed the following:

People can be confident they will be cared for by conscientious and motivated staff. The residents with whom we spoke provided positive feedback about the staff, commenting on their friendliness and willingness to assist. One resident told us, *"I can't say a bad word about any of the staff here. They're all so kind and helpful and come quickly when I call for help."* A visitor expressed her relief to us that her relative was being well cared for by cheerful staff, which brought her peace of mind. We spoke with members of staff who had been at the home for several years and who told us how much they loved their work. One care assistant described the staff and residents as "one big family."

Quality Of Leadership and Management

This theme was not the focus of our inspection on this occasion but will be considered in depth at a future inspection.

Quality Of The Environment

This theme was not the focus of our inspection but will be considered in depth at a future inspection. Our observations confirmed, however, that all areas of the home and grounds to which residents have access were clean, well-maintained and hazard-free.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.