



Inspection Report on

Carlton House Residential Care Home

**Carlton House Residential Care Home
Llanon
SY23 5HZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/05/2023

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About Carlton House Residential Care Home

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| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | CARLTON HOUSE RESIDENTIAL CARE HOME |
| Registered places | 16 |
| Language of the service | Welsh |
| Previous Care Inspectorate Wales inspection | 25 April 2022 |
| Does this service provide the Welsh Language active offer? | The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. |

Summary

People are very positive about the person-centred service they receive. Individuals are supported by a friendly and caring staff team, who they have built up trusting relationships with. A person who lives at the service told us “*we are one big family here*”. The service is well led by the managers, people and staff told us they value their support and guidance.

The environment is homely and comfortable, with well-maintained communal rooms for people to relax and interact with each other. People can meet with their visitors in a quiet and private area of the home, their rooms or in the gardens.

The Responsible Individual (RI) is well known and respected by people who live and work at the service. Information from Regulation 73 visits and internal audits inform their six-monthly quality of care review.

Well-being

People receive individualised care and support. The managers involve health and social care professionals to help people remain as healthy as possible. Interactions between people and the staff team are friendly and relaxed. People are respected, a care worker told us *“I’m not coming into a place of work, I’m coming into their (peoples) home”*. Individuals are supported to do things that matter to them such as meeting family, socialising with each other and spending time alone. Representatives are positive about the care and support; one said *“It’s wonderful, it’s a home from home environment”*. People live in a service that offers an 'Active Offer' of the Welsh language and can communicate in Welsh or English as they choose. A family member told us *“There are a lot of Welsh speakers at the home, which is so important for people”*.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the managers.

The building is homely and people personalise their own rooms as they choose. Communal areas are comfortable, bright and spacious. People use the different spaces available to do things they enjoy, for example chatting with each other, watching TV, preparing food and reading books or papers. People make their own decisions and are able to do things that matter to them, such as spending time at the home or in the community with their family.

People have a voice and input into the running of the service because the RI involves them in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

Care and Support

People are very happy with the care and support they receive. We saw many positive and friendly interactions between people who live and work at the home. Care workers treat people as individuals and support them in line with their needs and preferences. People told us *“They are all wonderful here”* and *“This place is great, we are very lucky”*. Care workers take time to get to know people and respect them as individuals, a care worker told us *“the residents are wonderful and we have a great bond”*. Representatives are also very positive about the care and support and one told us *“The staff are lovely, you can talk to them about anything and any concerns, they are amazing”*

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans. Managers review plans every month to ensure information is accurate and up-to-date and intend to record more detailed feedback from people as part of the process. Documentation shows good evidence of health and social care professionals being involved. Daily notes are informative and record the care and support completed, what people have eaten, activities and an account of the day from the perspective of the person.

The service has an activities programme but people prefer less formal pastimes such as reading newspapers, books, watching television and interacting with each other. During the inspection we saw people happily peeling vegetables for lunch. We were told that most people enjoy spending time with their family and friends in the service or in the local community. An individual told us *“my daughter lives away but I want to stay here because I’ll never get the same service anywhere else”*.

Medication is administered appropriately and a dedicated care worker is responsible for auditing and ordering medication. The provider has policies and procedures to manage the risk of infection.

There are adequate staffing levels in place to meet people’s needs and we observed many unrushed and positive interactions during the inspection.

Environment

The environment is bright, fresh and well maintained by a dedicated housekeeping and maintenance team. People enjoy spending time in the communal areas chatting with each other and the staff team. Individuals can personalise their rooms with their own pictures and furniture. People enjoy spending time in their rooms and appreciate the views of the surrounding area. People put their photos on their room doors to help them orientate around the home. The grounds are accessible and people enjoy using them in the warmer months.

The provider has a planned and reactive upgrade programme to ensure the décor of the home is well maintained and inviting for people. We were told that any issues are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date and the provider is completing actions following a fire safety audit to achieve compliance with the fire regulations.

The kitchen has a food hygiene rating of five and people enjoy a variety of freshly prepared home cooked meals. People enjoy a social dining experience together and an individual told us "*The food is fantastic*".

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. The RI is involved in the running of the home, people and staff describe them as approachable and supportive, a care worker said “[RI] is great and we see him regularly”. Regulation 73 visits are completed every three months, the subsequent visit report evidences people, their representatives and staff are consulted with. The managers are in the process of completing the current six-monthly Quality of Care Review and we saw positive feedback in the surveys.

The managers work directly with people who live at the service and we observed many positive interactions between them and people. Care workers describe them as approachable and one told us “*The door is always open*”. Staff told us they feel well supported by the managers and one said “*I feel appreciated and have a good work/life balance*”. Representatives told us the managers are approachable, easy to talk to and helpful, one said “*Any problems we can just ring them (managers) at any time and they support us*”.

Care workers told us they receive regular two monthly supervision and discuss a different topic every time to ensure they are up to date. A worker told us “*We have supervision every two months, they (Managers) are easy to talk to and will always help and listen*”. Discussions with staff, demonstrate a sound understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people’s needs. A care worker told us “*I had a wonderful induction and training*”. Managers support staff to complete the ‘All Wales Induction Framework for Health and Social Care’ and register with Social Care Wales.

Adequate numbers of staff meet people’s needs. Many care workers have been at the service for years. They have built up good relationships with people and understand their circumstances and individual need. A representative told us “*We were so lucky we got a place for mum at Carlton House, they have been amazing*”.

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 |
|------------|--|--------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |

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 |
|------------|---------|--------|
|------------|---------|--------|

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|-----|--|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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Date Published 13/06/2023