



Inspection Report on

**ALMA LODGE CARE HOME
ALMA TERRACE
PORT TALBOT
SA13 1TN**

Date Inspection Completed

15 June 2021

15/06/2021

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About Alma Lodge Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Bevan & Clarke LLP
Registered places	21
Language of the service	English
Previous Care Inspectorate Wales inspection	11 July 2019
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture

Summary

People are happy with the care they receive and speak highly of the staff who provide their care. Staff and residents have positive relationships and staff understand the needs of the people they care for. Regularly reviewed personal plans are in place, however, they could be more person centred. People have access to health professionals as and when they require it. People are cared for in a warm, clean and comfortable environment that meets the needs of the people living at the service. There is a range of activities available within the home and people have choice about how they spend their time. Mealtime experiences are positive, and people are encouraged to eat their meals within dining areas, but people have choice about what they eat and where they prefer to eat. Staff receive regular supervision, but the service needs to increase the frequency of training offered to staff. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. Improvements are required to some medication practices. The RI has an oversight of the service, is in regular contact with the manager and quality monitoring audits are completed.

Well-being

People have access to various health and social care services. Information regarding how their physical and emotional mental health well-being and behavioural support needs are to be achieved are contained within their care files. Care staff encourage individuals to lead a healthy lifestyle and support them to attend personal appointments. The management of medication requires improvement.

People live in suitable accommodation, which supports and encourages their well-being. Their rooms contain personalised items of their choice, are suitably furnished, have facilities, which encourage their independence and enables them to have private time. There are plans in place for ongoing refurbishment work and relevant health and safety checks are completed. Some areas of the home require decluttering.

People are safe and protected from harm. The entrance and exits to the home are secure and no hazards were identified through the visit. The home is clean throughout and staff practice good infection control as required. Staff are confident in their use of personal protective equipment (PPE) and the home has a sufficient supply of PPE equipment in place. Care workers understand their safeguarding responsibilities and feel confident in raising concerns with management but they require more frequent training opportunities.

People at Alma Lodge have support and opportunity to have control over their lives. Staff work to offer a choice of meals and the service has a food hygiene rating of five, which is very good. There is a clear management structure for the service. We received positive feedback from the staff we spoke with, who told us they feel valued and supported by management. There are effective systems for monitoring and auditing standards of support and the environment, overseen by the responsible individual (RI). The statement of purpose is available to individuals or their representatives. Individuals can access independent advocacy services. Personal plans require development to ensure they are person centred, detailed and clear to follow.

People are able to contribute to and enjoy, safe and healthy relationships. Interactions between staff and people are warm, friendly and familiar. It is clear that people feel safe and happy at Alma Lodge and feedback is positive. People have been able to maintain contact with loved ones more recently during the pandemic through telephone calls, video calls and other digital platforms. Indoor visiting had also recommenced at the time of this inspection. Guidance and arrangements in place to reduce risk to people, staff and others is evident. Staff consider people's communication and language needs, and the service is working towards the Welsh Active Offer.

Care and Support

Personal plans identify people's current care needs. We examined people's care files and saw that although they provide up to date information on people's needs they could be more person centred. People's files contained records of communication with relatives. We saw staff are familiar with and know people well. Interactions are warm and friendly and feedback from people is extremely positive. We saw there are meaningful activities evident at the service. There is plenty of food, choice on menus and the service has a good current food hygiene rating of five. People told us that they enjoyed the meals and could always have something different if they wished. One person said, *"I always enjoy my food"*.

There are consistent and appropriate staffing levels in place to meet the care and support needs of people living at the service. There are good staffing levels for each shift, with most staff having worked at the service for a significant period. Care workers respond quickly to call bells and any requests of help. The staff are supportive of each other and complimentary of the support members of the management team provide. People told us *"nothing is too much trouble"* and *"I am happy here, it's the next best thing to being at home"*. A relative told us *"It's brilliant, I can't fault it"*.

Staff are able to identify when people may be at risk of harm or abuse, and appropriate safeguarding procedures are in place. We saw risks to people's health and safety are included in care plans and risk assessments. The staff members we spoke to are aware of their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. A resident told us *"I feel very safe"*.

The service has systems in place for the management of medication. Medication is stored appropriately in a locked cupboard. This required some reorganisation, to ensure that medication and controlled drugs book are easily accessible. We found some gaps in the medication administration records (MAR). We notified the provider that they were not meeting legal requirements and we will follow this up at the next inspection.

Environment

A personalised environment that is appropriate to individual need supports people to feel included, uplifted and valued. The home takes a person centred approach to accessorizing rooms in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. The home is set over two floors with a lift in situ to ensure that people can move between floors safely. There are handrails in place where required and the flooring is suitable for the use of walking aids to reduce risk of falls. People have access to call bells to alert staff when they require assistance. There are adequate domestic staff on duty allocated to specific duties throughout the home. The standard of cleanliness throughout the home is good, although, some areas would benefit from some decluttering.

Policies and procedures are in place to prevent infection, and are in line with current legislation and guidance. We observed staff using personal protective equipment (PPE) such as masks, aprons and gloves, and saw hand-sanitising/PPE stations throughout the service. Other infection and prevention control measures evident including testing of visitors to ensure they are safe to enter with a designated station at the entrance.

The service provides people with care and support in a location and environment with facilities and equipment that promotes their personal outcomes. It is accessible and safe with appropriate security measures in place. A Health and Safety policy is in place and is up to date. The general environment is warm, welcoming and odour free. There are also plans for some redecoration and refurbishment at the service.

Leadership and Management

Safely recruited and supported staff care for people. The records we examined show that the provider carries out the necessary checks when recruiting staff. Enhanced staff recruitment checks are up to date. A large number of staff have worked at the home for many years, which provides continuity for people. Training records evidence gaps in both mandatory and more specialist training. We notified the provider that they were not meeting legal requirements and we will follow this up at the next inspection. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are all approachable. Staff we spoke with told us “everyone gets on, we are like a family”; “the managers are excellent” and “it’s like my second home”.

People can be confident the care provider and management of the home monitor the quality of the service they receive. The Responsible Individual visits the home regularly and meets with residents and staff. We viewed the latest quality monitoring report, which evidenced people’s feedback and recommendations for improvements in the home.

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose accurately describes the current arrangements in place regarding the service’s accommodation, referral and admission process, the type of care and support available and ways in which it is working towards providing a Welsh language service provision. The statement of purpose also includes details of the service’s supervision and training arrangements for care and nursing staff. The information leaflet does not fully describe the service provided and is not in a format that suits people living in the home. We notified the provider that they were not meeting legal requirements and we will follow this up at the next inspection.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

The provider must ensure that all staff receive appropriate training	
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Medication administration and storage practices need to be robust	
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Information leaflet required updating	
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The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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