



Inspection Report on

Colwyn Bay Old Convent Nursing Home, Ltd

**COLWYN BAY OLD CONVENT NURSING HOME LTD
15 LANSDOWNE ROAD
COLWYN BAY
LL29 7YD**

Date Inspection Completed

10/06/2021

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About Colwyn Bay Old Convent Nursing Home, Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Colwyn Bay Old Convent Nursing Home Ltd
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	10 February 2020
Does this service provide the Welsh Language active offer?	This is a service that 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

Feedback about the manager, changes made and the care and support people receive is very positive. People are happy with the care and support they receive.

Auditing and monitoring systems support the manager and staff to deliver good care. Management have oversight of the service. Quality assurance reporting requires development to celebrate the services successes and identify areas where improvement is required.

The environment is clean with communal space and outdoor areas available for people to spend their time. Investment and innovation is required to improve the environment for people living with dementia.

Well-being

Control over day-to-day life. Care plans show people are involved in planning their care and provide staff with important information so staff know what matters most to the people in their care. Staff approach ensures people have choice about aspects of their daily life in accordance with their preferences / wishes. Investment in staff training and development ensures staff have skills and knowledge to help uphold people's rights. Feedback from people using the service, staff and relatives is positive about the care and support staff provide.

Physical, mental health and emotional wellbeing. A MDT (Multi-disciplinary team) approach ensures people receive the care and support they need when they need it. People experience positive outcomes - the management of medication, skin care, nutrition and falls is good. Activities help to occupy people's time. A safe system ensures people receive visitors and staff support people to keep in touch with family and friends with the use of technology to support people's well-being. People are happy.

Protection from abuse and neglect. Staff complete training in safeguarding so can recognise and report abuse should it occur. Recruitment needs improvement to ensure safety checks are undertaken to ensure staff are suitable to work with vulnerable people and to keep people safe. Management oversee the service to ensure people are happy and the service is managed well. Quality assurance reporting requires development to celebrate what the service does well and where improvements are required. Systems are in place to keep the home secure from unauthorised visitors.

Suitability of living accommodation. Communal space is available for people to use. A conservatory brings a sense of the outside in for people to enjoy. Investment is required to improve some facilities and standards of the home. A plan of intended maintenance work is in place. People living with dementia are disadvantaged due to the lack of orientation aids to promote their independence and well-being.

Care and Support

Extent individuals have the quality of care and support they need through a service designed in consultation with the individual, which considers their personal wishes, aspirations, risks and specialist needs to inform their needs for care and support. People and / or their representative sign to agree the plan of care. Records provide information so staff understand people as a unique individual and what matters most to them. Aids such as cards, applications and signage support people's language needs. Records show people are maintaining or gaining weight, a communication system helps staff know people's dietary needs and a menu planner shows people have choice. People are complimentary about the food; we saw people enjoy their meal. Staff offer people choice in relation to refreshments, what support a person needs and staff explain and seek permission before supporting an individual. A risk assessment shows measures are in place so a relative can support their family member. Questionnaire feedback from relatives is complimentary comments include "*Excellent*" and "*1st class care - simply the best.*"

Extent individuals are supported to access healthcare and other services to maintain their health, development and well-being. A MDT (Multi-disciplinary team) approach helps to ensure professionals review people's needs so they receive appropriate care and support. The manager told us a General Practitioner (GP) reviews people's needs via the use of technology. Review of medication helps to promote positive outcomes, medication is reduced where required, which records and a relative confirm. Staff told us an activity co-ordinator helps to occupy people's time and staff support with activities. An activity schedule shows people what there is to do. Photographs show how people spend their time and therapeutic activities such as pet therapy and music are available when safe. Events such as birthdays, cupcake day and 'World oceans day' are celebrated. Staff told us families visit and visits are well-managed, which people confirm. An external report shows people are happy and feel supported by staff. We saw compliments received for the care and support staff provide. People told us they are happy.

Extent the service promotes hygienic practices and manages risk of infection. Infection control measures help keep people safe. Staff and visitors wear Personal Protective Equipment (PPE); this is available around the home. Domestic staff ensure the home is clean; we saw staff cleaning and adhering to good infection control practices. Auditing, monitoring systems and risk assessments help to ensure good infection control measures and practices. A record shows all staff complete infection control training.

Environment

Extent individual care and support is provided in a location and environment with facilities and, where relevant, equipment that promotes achievement of their personal outcomes. We saw people use equipment to promote their independence and comfort, such as specialist chairs. Staff told us about working with a family to source a specialist chair for a person. A compliments and comments box is available so people, representatives and visitors to the home can share their views about the service and care and support anonymously if they so wish. Questionnaire feedback from relatives and staff told us they would recommend the home. Comments include *“Absolutely lovely, caring staff works as a team nothing is too much we are all like a family here”* and a relative explained how their family member changed room so staff could better accommodate their needs.

Extent the service provider identifies and mitigates risks to health and safety. Signage is in place to alert people to potential Health and Safety (H&S) risks, such as sloping and wet floors. With the exception of a sign in Welsh placed on top of a protected radiator reading ‘LLawr Llethrog’ (Sloping Floor), signage is limited. The placement of the sign could be confusing for people living with dementia and / or for people whose first language is not Welsh. There are a lack of aids such as the use of colour, bilingual / pictorial signage, clocks and calendars to orientate people to their surroundings, time and place to promote their independence. Personal Emergency Evacuation Plans (PEEPs) are on file so external services have the information they need to support the service in emergencies. An external report raises no concerns about the environment. Investment to improve some facilities and standards is required. Covering to pipe work is cracked, the conservatory requires redecoration, and the plug sockets in this room are loose. A bathroom has inappropriate storage with a sign stating the bathroom is ‘Out of use’. Staff told us about plans to refurbish a bathroom into a wet room; a maintenance record shows the manager has obtained a quote for work to two bathrooms and the replacement of the Wi-Fi system. Systems are in place to welcome visitors to the home to ensure the home is secure from unauthorised visitors.

Leadership and Management

Extent governance arrangements support the operation of the service to ensure a sound basis for providing high quality care and support for individuals. Staff told us they “*Provide high levels of care*” and “*Can contribute to people’s care.*” Minutes from staff meetings show the manager praises staff for their contribution, promotes teamwork, educates staff, and shares information so staff know about changes, which staff confirm. Staff said “*Able to express our vision and any issues.*” Auditing and monitoring systems are in place. A falls audit shows the manager reviews appropriate areas - very few people mobilise independently, no one has experienced a fall within the last two months. People have complex needs. A skin care audit shows very few people have developed a pressure sore this shows staff understand the importance of pressure area care and manage people’s needs well. Management visit regularly, have oversight of the service speaking with stakeholders to attain their views. Quality assurance reports require development to celebrate successes and identify how improvements will be made.

Extent individuals are supported by appropriate numbers of staff who are suitably fit, have the knowledge, competency, skills and qualifications to provide the levels of care and support required to enable individuals to achieve their personal outcomes. Staff recruitment needs to be rigorous to safeguard people not all safety checks are done. Staff perceive staffing levels are good to meet people’s care and support needs. An external report shows staff feel supported, teamwork is good and staff can raise issues should they arise with the manager. Staff feel confident in their role explaining they have a qualification in care and complete relevant training. Staff complete training in safeguarding, communication, equality and diversity and mental capacity so can recognise abuse should it occur, report accordingly and uphold people’s rights. Staff speak positively about the manager, the improvements made and the support they receive. Staff questionnaire feedback told us staff feel valued, have opportunities to develop comments include the manager is “*Excellent*” and “*We work as a team....*”

Extent the service provider has oversight of financial arrangements and investment in the service so it is financially sustainable and supports people to be safe and achieve their personal outcomes. A maintenance programme shows intended investment in the service, such as a new Wi-Fi system. Staff confirm they have the equipment they need to assist them in their role. Staff told us PPE stocks are plentiful. Investment to improve some facilities and standards is required such as decoration and bathroom facilities.

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

The service provider is not compliant with 'The Regulated Services (Service Providers and Responsible Individuals (Wales) Regulations 2017' 66. This is because the responsible individual has failed to supervise the management of the service.

Regulation 66

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

None

Areas where priority action is required

None

Areas where improvement is required

None

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