



Inspection Report on

Crick Care Home

**Crick Care Home
Crick
Caldicot
NP26 5UW**

Date Inspection Completed

27/04/2021

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About Crick Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	GORDON AVENUE INVESTMENTS LIMITED
Registered places	49
Language of the service	English
Previous Care Inspectorate Wales inspection	21/10/2021
Does this service provide the Welsh Language active offer?	No

Summary

This was a focused inspection. Care staff are respectful and caring. Activities to keep people occupied and visits from relatives were restricted due to the coronavirus pandemic but are now taking place again. Staff follow current guidance relating to coronavirus, this includes using the correct personal protective equipment to keep people safe. The environment is attractive, and there is ongoing maintenance and upgrade work. Staff's experiences of working at the home vary. Some staff report high levels of satisfaction but others report concerns in relation to how work is organised and to a lack of support.

Well-being

Individuals have choices to do the things they like. Staff cater for people's preferences. Staff encourage people to maintain their independence but give full assistance whenever needed. When a person struggles to complete a task, staff step in and help. We observed this at teatime in the dining room. We observed people having a wide range of options for their meal. One person told us they are able to choose at what time they have their meals also where they have these. The Coronavirus pandemic affected life at the home and people could not always do what they wanted. Staff took actions to minimise the impact of the restrictions however, usual routines are progressively resuming. One person told us they kept in touch with their relatives remotely. They also us about church services being shown live on Zoom. There is sensory equipment in the home, which enables people to relax whilst listening to music and experiencing changing light.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by helping them if they need assistance. Staff watch out for changes in people's health and alert relevant external professionals if needed. Referrals and appointments with health professionals are arranged for regular checks, or if an individual's needs change. The turnover of staff affects people's emotional well being when staff, they know and trust, leave. Throughout the pandemic, the service provider worked with external agencies to ensure they followed the correct guidelines, had sufficient personal protective equipment (PPE) and people were tested and vaccinated.

People are protected from abuse and neglect as staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Staff are trained in safeguarding and have policies and procedures to guide them. There are risk management plans in place to keep people as safe and as independent as possible. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. The home provides people with suitable accommodation. Bedrooms reflect individuals' needs and interests.

Care and Support

People are comfortable and well. We observed staff to be encouraging and reassuring and to demonstrate a clear understanding of their needs. We also saw staff assisting people who cannot eat alone. One person told us staff assist whenever they need any help. When people spend time in their bedroom, how often staff must check how they are is written in their care documentation. Our observations and records show that there are sufficient number of staff on duty, however, we were told of staff shortages. Comments received include: *“More staff on shift and better routine and consistency during mornings”* and *“The day to day running of the home is very unorganised”*. This indicates that there are issues with how work is delegated. We discussed this with the people who run the service, they told us about the actions they are taking to address this.

The service provider considers a range of information about prospective residents prior to them coming to live there. Personal plans reflect information gathered from people, their relatives and health professionals. Records kept in the home show people’s needs and preferences. What staff must do to support each person is recorded. Staff review plans on a regular basis including when people’s needs change.

Care staff record details of the care and support they deliver each day. An electronic monitoring system is in place to record personal care given, what people eat and drink and what people do. The person in charge reviews the records and takes action when necessary, for example, when a person has not had enough to drink. The system is also used to record information in relation to people’s physical health, for example their weight. When needs change, nursing staff contact external health professionals. There has been a care monitoring system in place for over a year but a new system was brought in recently. The manager explained that the new system enables staff to record more information and makes it easier for managers, nurses and external professionals to look back at the information. However, we were told that the information entered into the system is not always accurate. The manager is working with staff to ensure everyone knows how to use the system and what must be logged.

Environment

As this was a focused inspection, we have not considered this theme, in full.

Infection control arrangements are in place. The service provider works with external agencies to ensure they follow the correct guidelines and the right procedures are in place. Staff are following Public Health Wales (PHW) current guidelines, and we observed staff using appropriate personal protective equipment (PPE) throughout during the inspection. Staff told us they always have access to the correct PPE and are provided with support and guidance when required. There are stations in the corridors with PPE supplies, hand gel and cleaning materials. Staff can easily access these whenever they are needed. The standard of cleanliness throughout the home is good.

Leadership and Management

Records show the responsible individual asks people who use the service if they are happy with the quality of care and support. Records also show they ask staff about their experiences working at the home. The responsible individual also checks the environment and the audits carried out by the manager and other staff. Following their monitoring visits, the responsible individual takes action in order to make improvements. However, half of the staff feedback that their experiences are not taken into account. One person felt accurate and truthful feedback cannot be given to managers and senior members of staff. The management team, based at the home, also checks the quality of care. They do this on an ongoing basis, for example during handovers for care staff and during clinical care meetings.

Some staff feel valued and supported, others express concerns. At the last inspection, we noted the service provider had taken action to consolidate the leadership and management arrangements in place to ensure the smooth operation of the service. A new manager, registered with Social Care Wales and new senior care workers were in post. At this inspection, we were informed of further staff changes. Staff shared concerns in relation to high staff turnover, to breaks being missed or late, to day to day routines and to not being valued. One person stated *“Management think staff are disposable and easily replaced”*. One person who uses the service listed the staff who left and told us that they miss them. We discussed this with the responsible individual. They explained action is taken when the care is not delivered to the expected standard. We discussed with the people who run the service the actions they are taking to establish, develop and embed a culture in which all staff feel supported so that they feel able to stay in their jobs and are able to concentrate on caring and supporting for the people who use the service.

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

Areas where priority action is required

None	
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Areas where improvement is required

None	
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