



# Inspection Report on

**Neyland House Care Home**

**Neyland House  
Neyland Terrace  
Milford Haven  
SA73 1PP**

## **Date Inspection Completed**

17 June 2021

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## About Neyland House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	WATERVIEW CARE LIMITED
Registered places	11
Language of the service	English
Previous Care Inspectorate Wales inspection	20 June 2018
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language

### Summary

People who have made Neyland House their home are supported and cared for by workers who are effectively led by an experienced manager. They also benefit from having a responsible individual (RI) who visits the service regularly and is familiar to people living and working in the home.

The home is a large property in Neyland. It is in generally good decorative order but would benefit from some further maintenance. There is outside space for people but this is currently overgrown.

There are some effective governance arrangements in place to monitor quality within the home and people can be confident equipment and services are regularly checked and are safe. The RI visits the home regularly.

People and most of the relatives we spoke to are very satisfied with the care and support offered at Neyland House, with most relatives saying they are confident the decision for people to move in to there was the right one for them. Care workers are also positive about working in the home telling us people get *“good, thoughtful care”* and telling us they are motivated by *“making people’s life better”*.

## Well-being

People live in a home which is generally well maintained, personalised and comfortable, but there are some areas which would benefit from improvement to further enhance people's well-being. These include the gardens and one of the bathrooms.

Care workers know their responsibilities for keeping people safe and protected from harm. They also know the actions they are required to take if they have any concerns about people. They are confident their managers will take the action necessary to ensure people are safeguarded.

People can be confident they are cared for by workers who have been safely recruited, and are effectively supervised and trained. Care workers have completed a range of training, and feel equipped to meet people's needs. People and their relatives are positive about the skills and qualities of the care workers.

People's physical needs are met with referrals being made to professionals as necessary. People attend for a range of health appointments. However, because of Covid19, people's annual health checks are not all up to date. Some recording forms have not been kept up to date and no reason for discontinuing them is recorded. Medication is stored in a locked cabinet and medication has been administered as prescribed, with no omissions. As required medication is rarely used.

People can exercise choice. They told us they go to bed when they choose and also determine how they spend their time. There is choice in respect of meal choices with each person sometimes choosing different things. Care workers have developed a good understanding and knowledge of people and know their likes and dislikes.

## Care and Support

There are mechanisms in place to safeguard people. All of the care workers we spoke to know the action they must take if they suspect a person is at risk or is being abused. They are “100%” confident their manager will address any concerns they have and report them to other agencies as necessary. Relatives we spoke with are confident the person is safe and their care needs are being met.

There are some things for people to do. One person was looking forward to carrying out some housekeeping and was proud to show us their bedroom which is personalised. Most people spend time away from the home, either at a local activity centre; visiting the farm which belongs to the RI, or visiting local beaches and other public places. One person was enjoying spending time in the kitchen with staff. Because of the pandemic, people are spending less time at day centres. Although care workers have tried other ways to engage and stimulate people. For example, opportunities to do meaningful things at the farm have increased.

People enjoy the meals provided. A lot of the meals are made using processed food, but the menus, and ways of meal preparation, are changing, with meat being sourced from a local butcher, and meals being cooked using fresh ingredients. There will be a much reduced reliance on processed and convenience foods which will have a positive impact on people’s health and well-being. People are wholly complimentary about the meals describing them as “*very good*” and “*banging*”.

One person has successfully lost a significant amount of weight which is having a positive impact on their well-being. The improvements planned for the menus and ways food is prepared will continue to impact positively on people’s health and well-being.

Care records are detailed and personalised. They contain up to date information about people’s needs and how their care and support needs are to be met by care workers. Each person has a detailed personal profile which clearly sets out the person’s health needs; the things they like and dislike as well as the support they need. Care workers find the records helpful and have time to read them. Language used in the records is mostly person centred but some of the entries were not, and we discussed this with the manager who is aware and told us this is regularly discussed in staff meetings and supervision. They will continue to monitor this.

Most relatives feel involved in people’s care. They said they are contacted if people’s conditions change or following any significant incidents.

Care workers we spoke with demonstrated a good knowledge of people; including what and who are important to them. Care workers speak fondly about people and it was clear that care workers focus on people’s strengths and aims.

Care workers are not rushed when assisting people and feel they have the time they need to effectively support and care for people. We found the atmosphere in the home to be friendly and relaxed. Care workers describe people as being like family and the calm atmosphere in the home supports this.

## Environment

People live in a home which is generally well maintained and clean. People were happy to show us their bedrooms which they help maintain and are personalised.

The communal areas are comfortable and the home is light and airy with views over the Cleddau.

A care worker told us they were helping one person with redecorating their bedroom in the colour and finishes of their choice.

Some people enjoy helping to take care of the home, as one person told us they enjoy dusting and sweeping. During the inspection they were encouraged and assisted to do this.

Some parts of the home would benefit from some maintenance as there is a stain on the ceiling in one of the bathrooms and some assistance rails are rusting. There is no lamp shade in the lounge. We were told there is a maintenance schedule and we were assured the areas identified will be put right.

There is some outside space and the decked area is well used. Part of the garden has been left to grow for environmental reasons.

The kitchen has been awarded the maximum score of five by the Food Standards Agency.

## Leadership and Management

There are some effective governance arrangements in place to monitor quality in the home. Reports completed by the responsible individual (RI) demonstrate people are consulted and contribute to the running of the home.

People; care workers and relatives told us they are able to raise any ideas or concerns with both the RI and the manager and are confident of receiving a helpful and timely response.

People can be confident their care and support needs are met by workers who have been safely recruited and are appropriately trained. The training matrix demonstrates care workers are mostly up to date with training and they consider they have the skills and training necessary to enable them to effectively carry out their duties.

References have been obtained and care workers receive regular supervision. Care workers receive regular and constructive feedback as part of their supervision.

Care workers feel supported and valued. One worker said they enjoy the “*warmth*” of the team and they are encouraged to raise any ideas or concerns they have with the manager who is receptive and responds positively.

People have good relationships with care workers. There is a level of banter and friendliness within the home. One person said their key worker is “*amazing*” and a relative told us how much more settled a person is since being in the home. Some people are unable to verbally communicate fully, but our observations of the friendly and comfortable interactions they were having with care workers, reflected the comments made by people and their relatives about the positive relationships people have with those caring for them.

**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**

None	
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