



Inspection Report on

Ridgeway Care Centre

**Ridgeway Nursing Home
Llawhaden
Narberth
SA67 8DG**

Date Inspection Completed

4/05/2021

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About Ridgeway Care Centre

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Mufulira Ltd
Registered places	47
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	Working Towards

Summary

This was a focused inspection and on this occasion, we did not consider the themes in detail.

Care staff promote people's well-being, safety and independence. They are aware of safeguarding and whistleblowing processes. Communication processes have improved within the team. Staff have regular supervision and face-to-face training has been provided since the last inspection.

Improvements have been seen with staffing levels and ways of working within the home. This has improved the provision of choice and timeliness of care and support. Family visits are supported with further plans to increase flexibility of times and availability of indoor visits.

The home is welcoming with several communal areas. A programme of decluttering and updating has taken place within the home whilst maintaining a homely personalised environment. Improvements have been made throughout including painting inside and outside and some repairs to the driveway. Fire risk assessment actions have been implemented however, some actions are still outstanding.

The provider is in the process of making an application for a new Responsible Individual (RI). The former RI has maintained support and contact since the last inspection. Quality assurance processes have improved ensuring adequate oversight by the former RI. Staffing levels have improved within the home and management team and this has enabled the manager to prioritise her managerial role.

Well-being

People have control over their day-to-day routine and choice is provided and promoted. Improvements have been made to daily care routine and staffing levels meaning people have more choice around their preferred routine. The meal options are more varied. People are listened to and their representative's views are obtained if people are unable to contribute. The former RI's oversight of the service has improved with effective processes in place for monitoring and reviewing care provided.

People are happy and able to sustain relationships with other people living in Ridgeway and with family and friends. Considering COVID 19 guidance, the manager and team at Ridgeway support people to socialise and spend time with visitors. Further improvements are imminent to ensure this is more flexible and to enable people to meet indoors more. Staff are aware of how to report concerns, the whistle blowing policy and safeguarding processes. Communication processes have improved within the team and the former RI has ensured senior staff are in post to sustain this. Staff are up to date with safeguarding training and policies have been updated.

Improvements have been made to the environment. This includes updating of décor and an ongoing maintenance plan. Areas of the home are welcoming and people spend time in communal areas with consideration given to the current COVID guidelines. Some outstanding areas of work need to be completed within the current fire risk assessment. Improvements have been made to the Infection Prevention Control practice within the home to ensure the safety and well-being of people.

People told us how they have been supported to achieve optimum well-being including ensuring their independence is maintained or increased where possible.

Care and Support

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

Improvements have been seen in the staffing levels at the home, meaning that overall, choice and personal outcomes have improved for people. Meal times are managed efficiently. We have positive feedback about meals and the timing of them. A four-week seasonal menu is available with options for each mealtime including a variety of vegetables or side dishes. We saw people accessing the dining room, patio, lounge or bedroom for their meals depending on their preference. People told us "*I enjoy the food – it is lovely*" and "*They ask me every day what I would like*".

The area manager (appointed since the last inspection), told us that as a team they had looked at ways to improve care delivery so choice could be provided in a timely way. People and care workers told us personal care is provided at times individuals choose,

where possible. This was observed during the inspection. Feedback from staff was more positive with a calm atmosphere observed in the home.

Visiting is supported for people at Ridgeway. One person told us *"I can't wait to have visits with my family in my room"*. Currently people are offered a time slot once weekly either outdoors or in the conservatory area with social distancing measures in place. Visits are also supported in people's bedrooms when they are unable to access outside or the conservatory area. The manager has imminent plans in place to facilitate more indoor visits whilst considering government guidance and local COVID alert level. Currently the activities co-ordinator facilitates the visits for the residents. Alongside this when there is time; there is provision for one to one activities and a small group gardening project. People are looking forward to more activity provision and the time when entertainers can visit the home again.

Independence is promoted by care staff and people told us they have been supported whilst they wait for care packages to return home or whilst they regain a former level of independence. One person told us *"When I moved here I could not get out of bed. They have supported me back to independence"*. Resident and family feedback included *"If every other home in the world was like this the world would be a better place"* and *"I wouldn't have him in any other place they are great and keep him safe"*.

Environment

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

Improvements were seen with the hygiene and infection control measures within Ridgeway Care Centre. Personal protective equipment (PPE) and hand cleaning products are available and stored correctly with appropriate bins for disposal. Sluices are clean and secure. Individual hoist slings are in people's own bedrooms. Guidance had been followed as advised by the local authority infection control team.

Since the last inspection, some areas of the home have been repainted and decluttered. A maintenance action plan details further plans for updating of furniture and an ongoing programme of redecoration. The second passenger lift in the home has been decommissioned. The reception hall is now more spacious and the previous lift area has been panelled and decorated.

At the last inspection, an updated fire risk assessment was not available. This has since been made available and the provider have arranged for the central fire panel to be replaced and other required works to reduce identified risks. We have noted three further actions are still to be completed to further mitigate risks identified. These include the replacing of interlinking doors, ongoing work on individual sensors and the replacing of emergency lights. We expect the provider to take action to address this within four weeks and we will follow this up.

Ridgeway Care centre is set in grounds with rural views. Access to the home is via a driveway. Improvements had been made to the driveway surface and people told us they had noticed the improvement when accessing the home and grounds.

Leadership and Management

The manager is supported with a newly appointed deputy manager and assistant deputy. The former RI has also increased her presence at the home. This has led to the manager being able to prioritise her responsibilities and complete notifications as required. Improvements have been seen in the oversight of the service by the former RI. There are effective arrangements in place for the monitoring, reviewing and improvement of the quality of care and support provided by the service. Systems of working within the home have been reviewed to improve outcomes for people. Meetings have been held with teams within the home and opinions and feedback have been considered when reviewing ways of working.

The former RI and area manager have ensured a presence within the home since the last inspection, this has been documented, and staff have confirmed this. RI visits have been evidenced and these have included contact with staff, family members and residents. Meetings have taken place and opportunities have been provided for staff to contribute. The former RI intends to ensure this approach is sustained to ensure staff, people and their representatives have a voice.

The provider has updated policies as required reflecting specific requirements or references to Welsh legislation.

Individual supervision is provided for staff quarterly as required and this is evidenced in the staff supervision matrix and individual files. Staff told us they felt supported. The manager told us she was able to meet the managerial requirements with the additional team support in place.

Training provision has improved with face-to-face training being provided for staff at Ridgeway. The training matrix showed all staff are up to date with required training. Staff feedback varied with comments such as *"The training went really well"*, *"We are having more training – more face to face"* and *"We are being deemed competent with elements of the training that had actually not been covered by the trainer."*

Staff were advised to feedback to the provider regarding the quality of the training so that training can be tailored to suit their learning styles and requirements. The RI advises that feedback forms are in place and the content of these will be reviewed.

Overall improvements are evident with the leadership and management of the home and the subsequent impact this has on meeting people's outcomes and overall well-being.

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

Fire risks have not been mitigated as identified within fire risk assessment.	Regulation 57
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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.

Date Published 25/06/2021