



Inspection Report on

The Grange Residential Home

**The Grange
Tenby
SA70 7TY**

Date Inspection Completed

08 June 2021

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About The Grange Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Lawreline Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	25.06.2018
Does this service provide the Welsh Language active offer?	No. People living at the Grange have English as their first language.

Summary

People who have made The Grange their home are cared for, and supported by workers who are well led by an experienced manager and responsible individual (RI). They are also cared for by workers who are motivated; trained and supervised.

The home is a large property on the outskirts of Tenby. It is in generally good decorative order and there are plans to improve the home further. There are extensive gardens which are both well maintained and easily accessible to people.

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.

People and their relatives are wholly satisfied with the care and support offered at The Grange, describing the service as “*very much like a family*” and a “*close knit group*”.

Well-being

People live in a property which is clean; well maintained and homely. Some remedial work is needed to clear a damp area in one of the bedrooms but plans are in place to complete this work. People can easily mobilise throughout the home as well as the gardens.

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 also 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. The provider is also ensuring care workers are able to meet people's emerging needs and workers have completed some training in caring for people who live with dementia. People and their relatives are complimentary 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 people's annual health checks are not all up to date. The manager told us it is not easy to get these checks carried out. Medication is stored in a locked cabinet and medication has been administered as prescribed, with no omissions. As required medication was not 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 workers are able to demonstrate a good understanding of person centred care and what it means.

Care and Support

There are mechanisms in place to safeguard people. There is a safeguarding policy but note this is due to be reviewed. 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 confident their manager will address any concerns they have and report them to other agencies as necessary. Relatives we spoke with feel reassured knowing the person is safe and are confident their care needs are being met.

There are some things for people to do. Some people help out in the kitchen with meal preparation and other enjoy working in the gardens. Some people take pride in their bedrooms and enjoy keeping them clean and tidy. There is a chalet which people use for crafts and other activities.

Because of the pandemic, people have spent less time away from the home and they are looking forward to some of their trips out resuming.

People enjoy healthy; nutritious and home cooked meals. Care workers have a good knowledge of people's likes and dislikes and these are taken into account when planning meals. People told us the food "*very nice*" and "*lovely*". People particularly enjoy a fish and chip supper once a week.

We were told food is available for people outside of meal times.

People appear well nourished and drinks are available in the lounge for people.

We consider people's dietary needs are met by workers who understand the importance of good nutrition.

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. Care workers we spoke with demonstrated a good knowledge of people; including what and who are important to them. The provider is considering improvements to the way daily records are maintained to ensure relevant information is captured and recorded. Most care plans and risk assessments have been signed by the person and relatives told us they felt involved in people's care. They told us they are contacted if people's conditions change or following any significant incidents.

Care workers told us they 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 calm and friendly. Both relatives and care workers described people as being like family and the relaxed and friendly atmosphere in the home supports this.

Environment

People live in a home which is generally well maintained and clean. People are proud of their bedrooms, which they have personalised, and keen to show us around. The communal lounge is comfortable and in good decorative order.

People are able to move freely through the home and have access to the kitchen which appears clean and well equipped.

We saw an area of mould in one person's bedroom and the manager told us they had completed some remedial work but that had not solved the problem. Further work is planned for the roof of the property. Everyone we spoke with are wholly satisfied with the standards of cleanliness throughout the home.

The grounds are extensive and some people are happy to be involved in some of the gardening. Paths have been made through the grounds which make the gardens accessible. There is a lot of work being done to the gardens which are both well maintained and interesting.

People can be confident the services and equipment are regularly checked and in good order. We saw some checks were overdue but this was because of the pandemic. Risk assessments have been completed on a range of areas including legionella; cleaning and CoSHH.

A fire safety assessment was recently carried out and the provider monitors the physical environment during their regular quality monitoring. People can, therefore, be confident they are living in a home which is safe and appropriately maintained.

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.

A number of training certificates in individual personnel files are out of date and the provider is going to consider a way of ensuring only current and valid certificates are held in the files.

References have been obtained and care workers receive regular supervision. We were told the worker gets regular and constructive feedback as part of their supervision.

Care workers feel supported and valued. One care worker told us how all of the staff share the values of the service in respect of dignity; respect and seeing people as individuals. People receive care from workers who are motivated to provide people with care which is person centred. One care worker told us how proud they are about their work and another spoke about feeling pride and real “joy” when a person achieves a goal or completes a task. These values and qualities were evident throughout the inspection by the way people and those caring for them interacted with each other.

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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