



Inspection Report on

The Fields Care Home

**The Fields Nursing Home
29 Fields Road
Newport
NP20 4PJ**

Date Inspection Completed

13/06/2023

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About The Fields Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Shiva Nursing Home Ltd
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert] 29/09/2019
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very satisfied with the service they receive and are complimentary about all staff. We observed a relaxed atmosphere throughout the home which helps people and visitors feel at ease. The staff team presents as enthusiastic and professional. Care workers and nurses demonstrate a good knowledge of what people need and want.

There are established systems in place to enable the manager and care staff to plan and deliver care and support safely. These include personal plans and risk assessments for each person who uses the service. There are good recruitment procedures in place to recruit care workers safely. Care workers and nurses are supported in their roles and receive good training.

The service feels homely and there is a choice of indoor communal areas and outdoor space. People can choose where to spend their time. There are good maintenance procedures in place and the provider is proactive in ensuring the environment continues to meet the needs of people.

There are effective leadership arrangements in place. The responsible individual (RI) visits the service regularly and is well informed of the service quality and effectiveness. Reports are generated as required and at the right time.

Well-being

People are encouraged to make choices and are treated with dignity and respect. Individuals receive the support they need and want. People and/or their representatives participate in the assessment process prior to being admitted to the service and are encouraged to participate in the planning of their care. Regular reviews of personal plans take place to ensure that they are up to date with people's current support needs. People are encouraged to make choices throughout the day including what they wear, the food they eat, where to spend their time and what activities to do. The provider seeks feedback from people and/or their representatives about the quality of care they receive.

People are supported to remain physically and mentally as healthy as possible. Care staff ensure they eat and drink well and when assistance is required help them to take their medication. The service has robust systems in place for the management of medication. Staff watch out for changes in people's health, keep records and alert relevant external professionals as required. There is an activities programme in place so people can engage in planned activities and entertainment if they wish. People are supported to also pursue hobbies and interests they had prior to moving into the home. Visits from relatives and friends are welcomed. We observed warm interactions between staff and people.

Measures are in place to protect people from abuse and neglect. Care staff are trained in safeguarding and have clear policies and procedures to guide them. The service provider carries out risk assessments and when risks are identified they draw up detailed support plans. When needed the correct equipment is in place so that care workers can support people as safely 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 which reflects individuals' needs and interests.

Care and Support

People receive the care they require when they need it. We observed care workers supporting people and noted a natural familiarity between them. They are encouraging and reassuring, and demonstrate a good understanding of people's needs. We observed people are settled and appear content. One person told us "*Nothing is too much trouble*" and they explained this included all staff regardless of their role in the home. Relatives we spoke with are very complimentary towards the service. One person told us "*They are doing whatever they can*". Another told us staff are friendly and if there is a problem, staff see to it, alert the GP if necessary and they keep them informed. A third person told us, "*Staff are all really friendly, all of them, fantastic, brilliant*". The manager told us they encourage people to get up and use communal areas because this means they are not isolated and even if they don't want to participate in activities they can see what is going on. We noted, when people actively choose to stay in their bedroom, their choice is respected.

There is documentation in place for each person. It comprises of the assessments carried out before the person is admitted to the home, the care plans which detail how the care and support is to be provided, and risk assessments. The documents reflect information gathered from people and from external professionals and include observations and assessments carried out by nurses. We noted people's care documentation is highly personalised and all aspects of their lives are considered. People's personal care and health care needs are recorded. In addition, there are plans which cover people's social and cultural preferences and needs. We noted communication plans acknowledge the unique circumstances of each person including consideration for languages. At lunchtime, we observed nurses and care workers supporting people who needed help to eat. We discussed this with the nurses who told us this gives them first-hand experience of what people can or cannot do for themselves. It also gives them a better appreciation of possible risks. Overall, this ensures they are well informed of people's needs and wants when writing and reviewing people's care documentation. Daily, care workers record the care and support each person receives. The daily charts we reviewed show people are supported with personal care, to eat and drink and to change position frequently when they are not mobile. Nurses then review this information and complete a daily report for the manager. The manager explained this enables them to always maintain oversight.

Environment

People live in an environment that meets their needs and promotes their well-being. The accommodation includes communal areas including lounges and a dining room; it has a homely feel. People's bedrooms are personalised and reflect their own needs and interests. The layout out of the home, together with the provision of aids and adaptations, helps to promote people's independence. We observed people choosing where to spend time and saw the environment is clean. There are robust maintenance procedures, and the provider has an ongoing refurbishment plan in place. The RI and manager are confident this enables them to deal with the wear and tear which occur in the premises and to continuously make improvements to the environment. At the time of the inspection, work to replace and upgrade the conservatory area was due to start.

There are systems in place to identify and deal with risks to people's health and safety. Staff at the home carry out regular health and safety checks. External contractors carry out specialist checks. The manager has a good system in place to monitor these checks being always carried out in a timely manner. The RI also reviews these when they complete their quality assurance activities. At the time of the inspection visit, medication was securely stored in trolleys and in a dedicated room. We discussed the suitability of these arrangements with the RI and the manager because we noted it was difficult to ensure medication was always kept in locations where the temperature could be controlled. They assured us they would take action and confirmed they had after the inspection and before this report was completed.

The home has a food hygiene rating of five which means standards are very good. We saw people make choices from a daily menu and alternatives are available. Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit.

Leadership and Management

People benefit from an effective leadership and management team. The feedback we received indicates, they have good relationships with staff and people who receive a service from the agency. The service has policies and procedures which are clear and fit for purpose. There is a manager in post who oversees the day to day running of the service. The RI maintains overall oversight, they visit the service and are in regular contact with the manager. We saw that the manager and the RI carry out regular audits and review the information collated. In addition, The RI seeks feedback from the people they support, relatives and from staff at the required frequency and complete the necessary reports.

There are arrangements in place to recruit, train and support staff. We examined recruitment records. These show the service provider carries out checks before a person can start working at the home. Supervision and training records evidence processes are in place for inducting, supporting and developing staff. Staff told us they feel supported by managers and by colleagues. We noted many staff hold a recognised social care qualification or are working towards one. The feedback received indicates staff feel supported, valued and content in their roles. Staff told us the manager is approachable, everyone gets along, they work very well as a team, and they get a lot of training. One person commented in their annual appraisal, "*Everyone is so cooperative*". The records we examined show staff are encouraged to reflect upon their practice and show a culture whereby staff are supported with any difficulties they may have.

There is good oversight of financial arrangements and investment in the service. There is evidence of continuous investment to maintain and improve the facilities. Staffing levels on the day of the inspection appear appropriate to meet the needs of people. The manager explained that when there a need for additional equipment or resources, they approach the service provider and get what is necessary.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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