



## Inspection Report on

**Pips Lodge**

**Pips Lodge  
George Street  
Milford Haven  
SA73 2AY**

## **Date Inspection Completed**

16/07/2021

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## About Pips Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Silver Springs Support Ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	June 2017
Does this service provide the Welsh Language active offer?	Working towards

### Summary

People living in Pip's Lodge are cared for by care workers who are committed and motivated to make a positive difference to their lives. People's personal outcomes are identified through a process of person centred planning. This also promotes choice which enables them to do things that matter to them. Risk assessments and risk management plans set out strategies for keeping people safe. Robust recruitment arrangements ensure care workers have the right skills and abilities to work with the people they care for and support. Care workers receive an ongoing programme of training and development that enables them to provide good quality care and to recognise the signs of abuse. Care workers feel supported in their roles and receive regular supervision and appraisal. Governance and quality arrangements are good and show the responsible individual (RI) has oversight of the service. Policies and procedures provide guidance for care workers to follow.

## Well-being

People living in Pip's Lodge are supported in a safe, homely and well maintained environment. The atmosphere within the home is uplifting, helps people to feel relaxed and encourages a sense of community and belonging. People's bedrooms and communal areas are pleasant, light and maintained to a good standard. People we spoke with said that they liked spending time in the home and that they had choice with regard to colour schemes, decoration and how they wished to have rooms laid out. People have access to a safe enclosed rear garden which is well utilized for growing flowers and vegetables and provides a secluded sitting area. A large garden room has been built at the rear of the garden which can be used for people sit in quietly, for craft activities or for meetings. People told us that they enjoy the garden and that they frequently make use of it. The environment in which people live enhances their well-being.

The service promotes the health and well-being of people with appropriate safeguards in place. We saw evidence within care planning documentation that a range of health and social care professionals support the physical and mental health of people. We saw referrals to such professionals are made in a timely way and that good relationships with professionals are maintained. Personal plans evidenced that care workers are supporting people to improve their health and well-being. This includes areas such as personal care, diet and nutrition, activities and being part of the wider community. Personal plans show that the independence of people is being promoted and where people can do things for themselves this is actively encouraged.

We saw risks are identified as part of the initial assessment process, documented and reviewed on an ongoing basis. These assessments are reviewed in consultation with the appropriate health and social care professionals. Policies and procedures are aligned to current legislation, national guidance and the safeguarding process. Care workers demonstrate good knowledge of the safeguarding process and are well supported by managers in ensuring such procedures are followed. People are as active and healthy as they can be with risks to their health and well-being minimised.

## Care and Support

A wide range of views and information is considered prior to offering people a placement at the service. This is to ensure the service is able to meet people's individual needs and to support people to achieve their personal goals. Initial assessments which consider a range of views of people involved in the care and support of the individual are carried out, including those of social workers, health workers, family members and the person moving into the home. The manager and care workers told us that they place great emphasis on ensuring compatibility of people living in the home and that where possible people are introduced to the service slowly, are supported and monitored to ensure they settle well.

Personal plans are detailed and comprehensive risk management plans are in place to ensure any risks to people or staff are minimised. We were told people are regularly consulted about the contents of their personal plan and that their wishes and aspirations are taken into account. This was reinforced by people we spoke with. We saw that personal planning documentation is written in a person centred way and that people actively contribute to their plans. This ensures that people, where possible, are not prevented from doing things they enjoy and risks are considered. All personal planning documentation is reviewed at regular intervals or when changes are identified. We saw informative profiles of people included in care files providing a useful overview of the person, including their likes and dislikes. Care workers clearly demonstrated in conversation that they have a wealth of knowledge of the people living in the home.

The service has appropriate mechanisms in place to safeguard people. We saw that risk management documentation is in place. A detailed safeguarding policy/procedure is in place for staff to follow. All care workers at the service complete safeguarding training as part of their initial induction procedure. Staff spoken with were clear on their safeguarding responsibilities and were able to discuss actions they would take if any suspected abuse was identified. Relatives told us that they would have no hesitation in reporting any issues or concerns they might have to the Responsible Individual, the manager or to any of the care workers.

People benefit from care and support from care workers who know them well. All care workers we spoke with were very familiar with people, their needs and preferences. They can therefore respond to any changes quickly and appropriately, ensuring that people receive prompt and appropriate care.

## Environment

The service ensures that people are cared for in an environment which promotes the achievement of their personal outcomes. We saw that people are able to influence the decoration of individual bedrooms and each bedroom is personalised to the taste of the person who occupies it. People also exercise choice over the décor and furnishings of communal rooms with one person expressing dislike of the current colour of the dining area and choosing an alternative. People either told us, or indicated, that they enjoyed living at the home. Bedrooms are well decorated and spacious and provide sufficient space for necessary equipment to be used safely.

The home is well maintained, bright and airy throughout and provides an uplifting environment for people to live in. There is a relaxed atmosphere and both care workers and people living in the home mixed freely throughout the inspection. We witnessed a great deal of appropriate good natured banter between people and care workers during the inspection. People benefit from good communal space which allows them to interact socially if they want to. The well maintained garden offers space for people to enjoy. People are encouraged to tend to the flowers and vegetables which have been grown if they wish to. The vegetables are used in the meals offered at the home. People can also sit quietly in the garden if they choose to. A garden room has been built to the rear of the garden which can be used as an arts and crafts area, for meetings or for people to spend time in communally or alone.

People live in a comfortable and homely environment which is suitable for their needs. Environmental risks to people have been identified and as far as possible eliminated. There is a programme of maintenance and safety auditing in place. We saw records in place to evidence testing and servicing of equipment. Health and safety policies and procedures are in place. Records showed that staff have received training in fire safety and awareness. People living in the home can be confident that processes are in place to protect them from risk.

## Leadership and Management

People benefit from clear arrangements for the oversight and governance of the service. The RI and the manager for the service are experienced and present within the home. All care workers we spoke with demonstrated enthusiasm for their work and were very motivated to make a positive difference to the lives of the people they care for and support. All information requested during the inspection was provided promptly. We spoke to a number of care workers who were very complimentary of the support provided by the management team. Care staff told us that they have time to read care plans and to sit and talk with people. People were seen sitting, chatting and carrying out activities with staff during the inspection and appeared to be very comfortable in each other's company.

We saw a clear management structure. The RI maintains good oversight of the service and visits the home regularly and as part of their quality of care duties. This includes speaking to both staff and people living in the home. The manager told us that they are well supported in their role. We saw that policies and procedures are in place that support care staff to carry out their roles. These are reviewed and updated in light of changes to practice and changing legislation. People live in a home which is well managed and where the management team maintain a positive ethos and culture where people and staff feel valued.

Sufficient numbers of care staff with the relevant qualifications, experience, competency and skill work at the service. We spoke with newer members of staff who told us that they were provided with good management support throughout their induction. Recruitment processes for four staff members were examined and confirmed that all regulatory requirements were being carried out. We saw all new staff are enrolled on an induction programme. We were shown staff rotas which indicated good staffing levels were being maintained. Staff we spoke with felt that staffing levels were on the whole appropriate for the people they support. All staff spoken with told us they have access to good training and development opportunities. This was confirmed though the training records we saw.

We found staff are provided with good levels of management support and that communication is effective. Staff spoken with said that this had been particularly significant during the Covid-19 pandemic, when peer support was also highly praised. Care staff told us they receive regular supervision meetings and an annual appraisal. This was confirmed in supervision and appraisal records seen. Care staff referred positively to both management support and methods of communication with one saying *"I feel kept in the loop. We are told the reasons for any changes that happen"*.





**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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