



Inspection Report on
Elan Specialist Residential Care Service
Merthyr Tydfil

Date Inspection Completed

06/06/2023

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About Elan Specialist Residential Care Service

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elan Assisted Living Services Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	09 August 2022
Does this service provide the Welsh Language active offer?	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 experience a good standard of care and support delivered by an established team of care workers. People are treated as individuals and are supported to make daily choices. Care workers understand the needs of the people they care for and show kindness and respect when delivering care and support. Personal plans provide an overview of peoples care and support needs and are accurate and kept up to date. Care workers are recruited safely ensuring they are suitable to work with vulnerable people. Care workers have access to an ongoing programme of training and development and receive regular supervisions and appraisals to support them in their roles. The responsible individual (RI) is new to the service; however, he has settled into the role well and demonstrates good oversight of service provision. Policies and procedures offer information underpinning best practice and are kept under review. The environment is maintained to a good standard and is clean and comfortable throughout.

Well-being

People are supported with their health needs. People have access to health professionals when they need additional support and prescribed medication is administered safely. People enjoy a balanced diet and care workers monitor food and fluid intake. Documentation relating to people's health needs such as epilepsy profiles are available. They give care workers information regarding the best ways to support people safely and what to do in an emergency situation.

People are supported to do the things they want to do. Activities are varied and include activities within the home and wider community. On the day of our inspection, we saw some people being supported to go to a local café for lunch. When they returned, they told us they had a nice time and enjoyed the food. The service also helps people to plan holidays and provides support enabling them to enjoy their holiday safely.

As far as possible, people are protected from harm and abuse. Risk assessments highlight areas of concern and strategies for keeping people safe. There is a safeguarding policy and care workers know the process for reporting concerns. Other policies such as medication and positive behaviour support help underpin safe practice. Care workers are recruited safely and receive training, support, and guidance to help them understand their responsibility to protect vulnerable people. Many of the care workers have worked at the service for a considerable period of time. They know the people they support well and can recognise signs of changes in their presentation and report to the relevant professional for support or advice.

The environment supports people's well-being. Routine maintenance and testing of equipment and utilities ensures the environment is as safe as it can be. The home is clean and tidy throughout with suitable furnishings and décor. People are encouraged to exercise choice in relation to their personal space by decorating their rooms in a way which reflects their tastes and interests.

Care and Support

Personal plans are in place for care workers to follow. They include care plans and risk assessments. These help care workers consider the action needed to keep people safe and deliver good quality care and support. Some plans including positive behaviour support (PBS) plans are developed using a multi-disciplinary team approach. This is done to ensure behaviours considered to be challenging are managed safely and effectively. Daily records are detailed and show care and support is delivered in accordance with people's personal plans. Care documentation is reviewed every three months to ensure it remains relevant and people are receiving the right level of care and support.

The service considers people's health and well-being. People have access to a range of health and social care professionals and have support to attend routine appointments. We saw correspondence on people's personal plans from professionals such as learning disability nurses, psychiatrists, and social workers. Support is available for people with medication needs. There is a medication policy aligned with best practice guidance. Care workers receive medication training, and their competence is assessed. We considered the services arrangements for storing and administering medication and found medication is stored securely and administered as prescribed. People make daily decisions including what time they get up, what food they eat and what activities they engage in. We looked at activity plans and saw there was a range of structured activities including household tasks and leisure pursuits. Participation in activities is recorded in people's personal plans.

People and their representatives are pleased with the care and support provided. Verbal feedback from people living at the service was limited due to people's communication difficulties, however, one person said; *"The staff are alright"*. A relative of a person told us; *"The care provided is fabulous, the carers do a wonderful job"*. The positive feedback we received was supported by observations we made on the day of our inspection. We saw people were happy and settled in the environment. Care workers appear to know the people they support well and are calm and confident in their approach. We saw care workers engaging with people in meaningful conversations showing respect and kindness.

Environment

People live in a clean, comfortable environment. Suitable furnishings and décor in communal areas help create a homely feel. We saw people in communal areas during our inspection. They appeared to be relaxed and comfortable, suggesting they are pleased with the environment. People's rooms are reflective of their tastes and preferences. We saw rooms are decorated with pictures and other items of importance. All bedrooms are equipped with ensuite bathing facilities helping support people with their personal care needs. We conducted a visual inspection of the home and found it is clean throughout.

People benefit from a well-maintained environment. Environmental checks and routine maintenance and servicing ensures the environment, it's equipment and facilities are safe. We saw up to date safety certification for utilities such as gas, electricity, and fire safety features. Care workers perform routine checks and report any defects in the home's maintenance book for actioning. People have a personal emergency evacuation plan (PEEP) in place detailing the best ways to support people to evacuate the building in an emergency situation. The home is clutter free with sufficient storage space available. Substances hazardous to health are securely stored and can only be accessed by care workers. The kitchen has been awarded a score of five by the food standards agency which is the highest possible score. The laundry facilities are well maintained and are suitable to meet the needs of people living at the service.

Leadership and Management

Safe recruitment processes make sure care workers are suitable to work with vulnerable people. We examined several personnel files and found they are well organised and all necessary pre-employment checks have been completed. These checks include employment history, references from previous employers and Disclosure and Barring Service (DBS) checks.

Care workers are supported to learn and develop. On commencement of employment care workers must complete a structured induction and they get the opportunity to shadow experienced members of the team. Following this care workers have access to an ongoing programme of training aimed to ensure they are sufficiently skilled. We examined the services training matrix and found all staff working at the home are up to date with their training requirements. Care workers are registered with Social Care Wales, the workforce regulator. This is done to ensure they are suitably qualified to work within the care sector. Care workers are complimentary about the support they receive. They provided positive feedback regarding the manager saying she is “*approachable*”, “*really good*” and “*easy to talk to*”. Care workers told us they receive supervision every three months and an annual appraisal. We examined records relating to formal support which reenforced what we were told.

Quality assurance measures help the service run smoothly. The RI visits the home regularly and talks to people and staff to gather their views on services provided. A quality-of-care review is completed on a six-monthly basis to determine the standard of care provided. We looked at the latest quality of care report and saw it clearly highlights the services strengths and areas where it can develop.

Written information such as organisational policies and procedures are available to view. We examined a cross section of these documents and found they are kept under review and updated when necessary. Other written information we saw included the ‘Statement of Purpose’ and ‘Service User Guide’. These documents give people detailed information about the service and contain all the required information including the complaints procedure and information regarding local advocacy services.

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
35	The provider is not compliant with regulation 35(2)(d). This is because not all of the required recruitment information was available to view at inspection.	Achieved
36	The provider is not compliant with regulation 36(2)(d). This is because not all care workers are up to date with core training requirements.	Achieved

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Date Published 26/06/2023