



Inspection Report on

Montrose Residential Home

Montrose Rest Home

35a

Merlins Hill

Haverfordwest

SA61 1PE

Date Inspection Completed

14/03/2024

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About Montrose Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Sarah Wilkie
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	31 March 2023
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

Montrose provides a good standard of care to people. The small team is led by an experienced and motivated manager who puts person centred care; choice and quality at the heart of the service. These values can be seen in the rest of the staff team who enjoy and value their work.

There are plans to improve the physical environment and some improvements have already been made. People, and their representatives appreciate the homeliness of the service which is comfortable and clean.

People, and their representatives are wholly satisfied with the standards of care and support and appreciate the relationships they have with care workers.

Well-being

People are safe and protected from abuse, harm and neglect. Care workers know their responsibilities in relation to safeguarding and are confident the manager would deal with any concerns raised and take the actions needed to make sure people are safeguarded. Care workers have completed safeguarding training.

The relationships people have with those who care for them are good. Interactions are friendly and relaxed with clear evidence a good rapport has been built up. Representatives are wholly satisfied with the care and support offered at Montrose and feel the decision they made to choose the service has been a good one.

There are limited opportunities for people to speak with staff in Welsh. None of the staff team are Welsh speaking, but some have knowledge of some basic Welsh phrases. This was not identified as a significant problem as people are also able to communicate in English.

People are treated with dignity and respect. Care workers work well together as a team and are not rushed. They have the time people need to make sure their needs are met. Choice is important and people are encouraged to make choices about aspects of their care and support, including around personal care and meals.

Well-being is enhanced because of the environment, which is homely, clean and comfortable. There are plans to improve the physical environment, which although dated in places, is in generally good condition.

Care and Support

People are wholly positive about the care and support they receive at Montrose. One individual described the care workers as *“lovely”* adding *“I can’t complain about anything”*. Interactions between people and those caring for them are friendly and relaxed, demonstrating a rapport has been built up over time. Relatives are equally complimentary, describing the service as *“wonderful... they care 120%”*.

Care workers find the electronic care records helpful. They are easy to navigate and daily entries are generally written in a person centred way. Care workers know people very well; they know what and who is important to each person. However, The “About Me” section of the care records has not been completed. The care plans and risk assessments have recently been reviewed but some of the contents is not always up to date and the provider agreed to rectify this immediately following the inspection.

There are some things for people to do. In one of the lounges there a selection of puzzles; games and craft activities. There is also a large interactive screen which is used for activities such as word searches and quizzes. Some individuals enjoy spending time with other people, whilst some prefer to spend their time in their own rooms and this is respected by care workers. During the inspection, people were engaged with a range of different puzzles and some supportive and encouraging engagement from staff.

There is some understanding of the importance of good nutrition. Most meals are made using fresh ingredients and people are wholly positive about the food with one describing it as *“excellent”* and another said, *“I have no complaints... they know what I like”*. One person said they particularly like the home-made puddings and a relative, in a good humoured way, said a person has put on some weight since being at the service. Food is available outside of mealtimes and people make a choice about what they want for their evening meal. People are encouraged to remain well hydrated, and staff are regularly offering drinks to people.

People’s physical health needs are met. A district nurse visits regularly, and care workers are able to recognise if a person is at risk of developing skin pressure damage. They know the importance of assisting people to remain as mobile as possible and are assisted to walk within the service whenever possible.

Environment

People live in a service which is suitable for their needs.

Accommodation is provided over two floors and there is a stair lift for people to use to move between floors if they need this. There are two lounges and a dining room. Each bedroom has space for an armchair, meaning people can spend time either on their own or with other people in the communal areas.

Bedrooms are personalised with items of furniture, ornaments, photographs and soft furnishings. Each room has a hand wash basin and an alarm to call for assistance.

Standards of cleanliness throughout are good. Parts of the service are dated and some areas are in need of repair, but overall, it is comfortable and homely. Some work has been completed, including new patio doors, and the kitchen is currently being refurbished with new units installed. Plans are in place to complete the work to the kitchen and also to replace some carpets and redecorate throughout parts of the service.

There are processes in place to make sure equipment and services are checked. Records show fire safety checks have been carried out including the alarms and emergency lighting, Care workers have had fire safety training.

Leadership and Management

There are some processes in place to monitor quality. The Responsible Individual (RI) is also the manager, and they have very good oversight of the service. They are in the service on a very regular basis, both in their role as manager and providing direct care and support. Relatives expressed a high level of satisfaction with the management, describing the two providers as "*the most wonderful people*".

A comprehensive quality assurance report has been written and this shows the views of people; their relatives, other professionals and care workers have been sought. Feedback is wholly positive and reflects the comments made to CIW during the inspection.

Care workers feel valued and part of the team. The staff group is small and some have worked at the service for many years, bringing a wealth of experience and knowledge which is appreciated by people and their relatives. These are complimented by some newer staff who have the same high levels of enthusiasm. They have supervision and get feedback on their work although formal supervision is not always every three months as set out as a regulatory requirement.

Training is mostly up to date and care workers consider they have the training they need to carry out their duties safely and effectively. People, and their representatives say they think care workers are appropriately trained and skilled.

Care workers are appointed following a safe recruitment process. References are obtained and checks carried out. Most staff have a full employment history recorded.

There are some processes to make sure equipment and services are checked and serviced. A maintenance record shows repairs are generally carried out promptly,

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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