



Inspection Report on

Cae Melyn Care Home

**Bronwylfa Road
Welshpool
SY21 7RD**

Date Inspection Completed

17 March 2022 & 19 April 2022

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About Cae Melyn Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Platinum Care Limited
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection of the service since it was re-registered under the Registration and Inspection of Social Care (Wales) Act 2016, (RISCA).
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive support to do the things they like and remain as healthy as possible. They are very positive about living at Cae Melyn. Care staff are respectful and caring. They support people with life skills and actively promote people to be as independent as possible. Relatives described the service provided as, '*Very good*' and '*Excellent*.'

Systems are in place to enable the manager and care staff to deliver care and support safely. Care staff are provided with training and support but improvements are needed in relation to ensuring annual appraisals are undertaken. Care staff don't start work until recruitment checks are complete to make sure they are suitable but this process requires minor improvements.

People's views are sought about the environment which is homely but would benefit from further and ongoing work.

The provider has systems in place to oversee the service and the views of people are seen as really important and taken into account in service planning and development.

Well-being

People are offered choices and involved in decision making in all aspects of their care and support. They have supportive relationships with care staff who promote their independence and see them as individuals. One person told us how much they enjoyed a six week arts course they had completed. Another person told us, "*It feels good being able to be independent.*"

The service promotes people's physical and mental well-being and they are supported to be as healthy as possible. A relative told us staff make sure, '*Any additional health needs are identified and referrals made as appropriate.*'

Cae Melyn provides suitable, adequate accommodation which meets people's needs. People are involved in decision making in relation to the way the home, and particularly their bedroom is decorated. The provider has plans in place to continue to improve and upgrade the facilities.

Measures are in place to protect people from the risk of abuse through policies, procedures and staff training. The manager was able to tell us how they would act on receipt of any allegations and how they would work with external agencies.

Information about the service is available in Welsh on request.

Care and Support

People receive the support they need when they need it. A person told us they were, “*Much more confident*” since moving into the home and was pleased they, “*Can do more things for myself now.*” Staff are attentive and demonstrate a clear understanding of people’s needs, preferences and lifestyle choices. Care staff are described as, “*Nice*” and “*Funny and kind.*” Care staff actively encourage people to obtain life skills and support people to be as independent as possible. Two people told us about their volunteering in local shops and were able to tell us about things they have learnt to do with the support of staff. This includes looking after their own rooms, household tasks, travelling independently and travelling with other people living at the service. People are supported to access healthcare services as and when required. This includes, GPs, dentists, opticians and chiropodists.

People’s needs are assessed before they move into the home to make sure they can be met. A personal plan is in place for everyone who lives at Cae Melyn. It is positive to see people are involved in developing and reviewing their personal plan and can view their records at any time. They are asked about the personal outcomes they want to achieve and these are recorded and regularly reviewed. Some people are able to complete their own records and this is encouraged by staff. Staff record the care and support they deliver to each person but this is kept communally and not in individuals records.

Staff provide safe care by working in line with policies and procedures. The manager deals promptly and appropriately with any incidents that occur. This includes reporting to relevant external agencies such as Social Services and Care Inspectorate Wales.

Environment

People told us they have chosen how to decorate and arrange their own rooms which reflect individual's style and personality. They told us they look after their own rooms and also like to help keep the home clean and tidy with support from staff. The home provides an adequate standard of living in a relaxed and homely environment. Areas of the home are in need of redecoration and improvement including painting and replacement of carpeting that is worn and frayed. The manager told us plans are in place to address this. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Records show measures are in place to maintain and service equipment used by people and care staff including fire equipment and gas services. PAT testing was overdue and one radiator was uncovered. This was addressed immediately it was brought to the managers' attention.

Leadership and Management

Information is provided about the service in a statement of purpose, (SOP) and a guide to service. The guide is written as an A-Z in an informal pictorial format to make it more accessible for people.

The responsible individual, (RI) visits the service regularly. They review records as required and talk to care staff and people who use the service. They produce a six monthly report which details how the service is monitored, reviewed and working towards improving. The manager undertakes regular checks of the quality of the service including how medicines are managed, the environment, care records and health and safety checks. People's views are sought as part of everyday practice and through regular surveys.

Overall, people are supported by care staff who are safely recruited. Care staff are provided with a job description, terms and condition of employment, but not the code of conduct published by Social Care Wales. The application form does not contain a Rehabilitation of Offenders Act Declaration as required. Application forms do not include specific dates of employment and gaps have not been discussed with applicants and the reasons recorded. New staff do not complete a formal Social Care Wales induction. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Relatives describe staff as, '*Supportive and kind*' and '*Genuine staff who show concern and care.*' Care staff receive training relevant to their role and their competencies are checked by the manager in relation to medication management and through discussion in regular supervision. The manager meets regularly with the RI for supervision and an annual appraisal. The manager told us staff have not been provided with an annual appraisal since before 2021. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

Care staff told us they feel supported by the manager who is always available for advice and support. The manager told us they are in daily contact with staff but formal staff meetings are not held with a record of decision making. Whilst no immediate action is required, this is an area for improvement and we expect the provider to take action.

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
36	Staff are not provided with annual appraisals and new staff are not provided with a structured induction in line with Social Care Wales framework.	New

35	Recruitment processes are not robust.	New
44	The premises require minor improvements to provide an adequate standard of living.	New
38	Staff meetings are not held.	New

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