



Inspection Report on

Mumbles Nursing Home

**Mumbles Nursing Home
278 Mumbles Road West Cross
Swansea
SA3 5AB**

Date Inspection Completed

12/01/2023

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About Mumbles Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Plas Newydd Care Ltd
Registered places	28
Language of the service	English
Previous Care Inspectorate Wales inspection	[Manual Insert]
Does this service provide the Welsh Language active offer?	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

People and their relatives are satisfied with the care and support provided at Mumbles Nursing Home. They live in a pleasant and homely environment that is warm and suitable to meet their needs. There is information available for staff to understand how to best meet people's care and support needs.

Staff are available in sufficient numbers to provide support to people. Care workers receive appropriate support, and staff supervision and appraisal meet regulatory requirements. Care workers are knowledgeable, respectful, and caring.

Safety equipment is in place and health referrals are made when necessary to promote people's health and well-being. There are opportunities available for people to take part in activities but community participation should be strengthened.

The service provider has developed systems to enable them to capture people's views and to develop person centred information. The management team have put checks and processes in place to keep service delivery under constant review.

Priority action is needed with staff recruitment and pre-employment checks. Improvement is needed with the transfer of paper records into the electronic record format.

Well-being

People and their relatives are satisfied with the care and support provided. There is information available for staff to understand how to best meet people's care and support needs. People told us they get on well with staff and commented, "*they are good to me.*" A relative commented "*the staff are excellent*" and another commented "*they are patient and kind.*" Records show people are offered choice to make everyday decisions. The RI told us they regularly speak with people who live at the home and their families about what is important and how to best support them.

People are protected from abuse and harm. Mumbles Nursing Home has a safeguarding policy in place and staff receive training in the safeguarding of adults at risk of abuse. The Service Manager has a good understanding of the legal requirements and understands when a safeguarding referral needs to be made to the Local Authority.

People mostly get the right care and support. Records show referrals are made to a variety of healthcare professionals such as psychiatrists and community nurses. This is confirmed by comments from visiting professionals who told us they are satisfied with the care at Mumbles Nursing Home. Recording of monitoring of care activities is in place. However, improvement is needed with the transfer of paper documents to the electronic record system which has been implemented.

People can mostly do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. Throughout our inspection visits on both days, we observed activities taking place facilitated by care staff. People told us they enjoy taking part in a variety of activities such as chair exercises, visiting entertainers and having a singalong. However, community participation needs to be strengthened. Relatives told us their family member is encouraged to stay active and to do as much as they can for themselves. This is reflected in people's records.

People live in suitable accommodation, which overall, supports and encourages their well-being. People's bedrooms contain items of their choice and are suitably furnished but would benefit from being more personalised. They have facilities which encourage their independence and enable them to have private time. The environment is clutter free.

Priority action is required with staff recruitment as pre-employment checks are not sufficiently robustly completed prior to employment commencing. These checks are important as they determine a person's suitability to work with vulnerable people.

Care and Support

People are mostly provided with the care and support they need. We examined a sample of care files, which contained initial assessments and personal plans which were regularly reviewed. Referrals for advice and professional help regarding health services are sought as needed. Monitoring of activities was in place with information available to staff. However, improvement is needed with the transfer of person centred information from paper documents into the electronic records. Whilst good progress has been made with transferring information into the electronic record, there remains some information which is yet to be completed. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

People can mostly do the things that matter to them when they want to do them. We saw there are a range of activities available which are meaningful to people. There was good photographic evidence and written documentation as well as observations of people undertaking activities that matter to them. People indicated to us they enjoy taking part in a variety of activities. Records show that there has been limited access to local community facilities and no community activities were observed during our visit. A visiting professional told us that there needs to be *“opportunity for residents to access the community, as the home is situated in a lovely area which seems unfair, they rarely go out.”* We discussed this with the manager who agreed to address this as a matter of importance.

People enjoy a positive dining experience. We observed people during a lunchtime meal and saw the care workers assist people in a relaxed and dignified way. Most people ate their meals at dining tables which had placemats, cutlery, and condiments in place. Some people ate their meal at cantilever tables by their chair. Staff assist residents in a respectful and warm way and are aware of people's dietary requirements. There was a menu displayed for people to choose what to eat. People told us they were satisfied with the food at the home.

The service has safe systems in place for medicines management. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. Medication administration records are accurate. We saw that medication was kept in a secure cabinet in a locked room. We discussed with the manager the need to review the appropriateness of the storage arrangements for controlled drugs which the manager agreed to do.

Environment

The accommodation is comfortable and benefits from sufficient quality decor and furnishings. The home is calm, informal, and relaxed. As discussed earlier, we observed a sample of people's rooms which were not sufficiently personalised. We discussed this matter with the manager who assured us this would be addressed. We saw people sitting in the lounge and the dining room on the ground floor, sitting in the comfort of their bedrooms, relaxing or asleep in bed. The environment supports people to achieve their personal outcomes.

The storage of substances which have the potential to cause harm was sufficient because we found that materials used for cleaning were stored in an appropriate locked cupboard.

There is a system of monitoring and auditing, which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the premises, which is managed by the maintenance officer at the home. We agreed with the manager the need to ensure fire safety records are consistently completed with the full date on records to allow for scrutiny.

Entry to the home is safe and documents are stored securely. Visiting professionals are requested to sign into a visitors' book on arrival, ensuring people's safety is maintained. Visitors are also required to follow the home's infection control procedures in relation to COVID-19. Information is stored securely in locked offices and care documentation is treated sensitively ensuring people's privacy is upheld.

The laundry room is well organised and has entry and exit doorways. Appropriate systems are in place and all laundry equipment is in working order. There is an area with cupboards with shelving for linen storage and ironing facilities. There is an organised storage area for household waste and clinical waste bins.

Policy, procedure, and application of hygienic practices are in place to reduce risks of infection. Staff demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Staff wear appropriate PPE and follow correct procedures. During our inspection visit we observed a pedal bin used for disposal of handtowels in the reception area to be broken. This was discussed with the manager who ensured this was replaced immediately. The home is clean and tidy. Staff maintain appropriate standards of hygiene and cleaning schedules are in place with oversight from the manager.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service. Improvements have been made with the service provider recently employing a manager full time based at the service. This allows for reliable oversight of the service with systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes. The service is provided in line with the objectives of the updated Statement of Purpose, which is regularly reviewed. We saw policies and procedures are in place and updated.

People can be assured that the service provider and the management team at the home monitor the quality of the service they receive. The RI visits the home regularly and meets with people and staff. We viewed the latest quality monitoring report, which shows the provider asked for people's feedback and that recommendations for improvements were implemented. We saw evidence that the RI has oversight of the service and the service manager together conduct a quality assurance system to ensure quality care is provided. We looked at documentation that confirmed the RI conducts quarterly visits to the home for regulatory purposes and quality assurance monitoring.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of plans to redecorate and update the environment within the home.

There are enough staff on duty to safely support and care for people. Records show there is a mixture of experienced and new staff available, and this was seen during our visit. People living at the home told us "*The staff are here to help when I need them*" and "*there is usually someone around.*" A relative commented "*there's plenty of staff.*"

Priority action is required with staff recruitment as safe pre-employment checks are not completed sufficiently prior to employment commencing. This has been escalated from previously being identified as an area for improvement but has not been achieved. Staff employment history and references were not sufficiently available in some of the files seen by us. This is having an impact on people's health and well-being and placing them at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The sample of staff supervision and appraisal records seen were carried out at the required frequency. We were shown a training matrix, which includes mandatory courses as well as other courses and included compliance figures for ease of monitoring. Staff training needs updating to ensure staff were completing all the training required which was acknowledged

by the RI and manager. Particular attention needs to be given to 'basic life support' and 'moving and handling' training.

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
35	Staff files - employment histories were insufficient with unexplained gaps and rounding off of dates.	Not Achieved
69	The management arrangements are having an adverse impact on the health or well being of individuals, and are not providing reliable and effective oversight of both Mumbles Nursing Home and another service.	Achieved

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
21	Person centred information records were incomplete. Ensure there is a transfer of paper records over to a full electronic record of people.	New
58	The service provider did not ensure medicines are consistently administered and recorded.	Achieved

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