



## Inspection Report on

**Tregwilym Lodge Nursing and Residential Home**

**Tregwilym Lodge Residential Home  
146-150  
Tregwilym Road  
Newport  
NP10 9YJ**

**Date Inspection Completed**

06/10/2022

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# About Tregwilym Lodge Nursing and Residential Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Tregwilym Lodge Limited
Registered places	74
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">10/11/2021</a>
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 receive the care and support they need to do the things they like and to remain as healthy as possible. Care workers and senior staff present as respectful, caring and knowledgeable. People appear comfortable and well.

There are systems in place to enable the manager and care staff to plan and deliver care and support safely. The responsible individual (RI) oversees the service and carries out visits to the home.

The home provides people with suitable accommodation which reflects individuals' needs and interests. Parts of the home are newly refurbished and offer pleasant surroundings for people. Other parts of the home are in the process of being upgraded. The provider has taken action to minimise disruptions to day-to-day life at the home whilst work is going on. The RI advised the work is due to be completed in January 2023.

Further improvements to the electronic care monitoring system and people's care documentation are needed.

## Well-being

Individuals receive the support they need and want. We observed people are settled and saw warm interactions between them and care staff. When people are showing signs of distress, care workers give them additional support and reassurance. Staff facilitate recreational activities throughout the day and support people so that they can take part. We observed people enjoying crafts, singing and having gentle exercise sessions.

The service promotes people's physical and mental health. Care workers support people to eat and drink well. Nurses support people with their medication and other health care needs. They also refer people to external professionals when necessary. People can pursue the activities they want and like, including having visitors and taking part in leisure activities, which promotes their emotional wellbeing.

Staff protect people from abuse and neglect because they receive training, know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. The management team acts upon allegations and incidents. They work well with external agencies in order to ensure allegations and incidents are fully investigated.

The home provides people with suitable and clean accommodation. The refurbishment of the home, which we noted at previous inspections, continues. This means people benefit from newly refurbished areas. However, there is some disruptions to normal routines due to the ongoing work and presence of external contractors in the home.

## Care and Support

People are comfortable. Staff are attentive and provide the care people require. Care workers are encouraging and reassuring and demonstrate an understanding of people's needs. We observed staff give additional support to people when necessary, for example when unsettled or when struggling to eat and drink. We noted there appeared to be sufficient staff, including nursing staff, on duty to give people the support they wanted and needed.

There is care documentation in place for each person. This includes personal plans which tell staff how they must support people, and the records of the care and support delivered by care staff and nurses. We noted instances where personal plans were not fully accurate or comprehensive enough, or where information was not easily accessible. One person's plan stated they required prompting to eat. However, at lunchtime, we observed a care worker giving them full support to eat and drink. Another person's communication plan was not detailed enough to enable staff to effectively communicate with them. We also noted the weight records for one person were not easily accessible. We discussed these issues with the manager. They assured us they would further review how the electronic care planning system is used. This includes ensuring pre-populated answers are altered when necessary. While no immediate action is required, this is an area for improvement and we expect the provider to take action to ensure care plans are always accurate and easily accessible to all staff.

Care staff keep people safe by following clear policies and procedures and taking swift action when needed. Records show the manager deals with incidents when they occur. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. There are systems in place to ensure medication is stored and administered safely.

## Environment

Overall, the environment enables care workers to provide the care that people require in pleasant surroundings. The standard of accommodation in the home has improved again since our last inspection because additional work has been completed. This includes a fully refurbished lounge and dining room downstairs, and fully refurbished bedrooms with ensuite bathrooms. We discussed the progress of the refurbishment work with the RI. They provided a further update and an estimated completion date. Amongst the improvements observed, we also noted new tables and chairs in dining areas which means all people can choose where to eat.

The environment is clean and mostly safe and secure. On arrival we found the entrance door locked. Staff checked our identities on arrival and asked us to comply with their signing in procedure. There are systems in place to identify potential risks to people's health and safety. The service provider carries out regular checks and external contractors carry out specialist checks, for example in relation to fire safety. However, during our visit, we noted not all areas of the home were as safe as they could be. We saw work going on in areas not accessible to people who use the service, and we observed work being finished off in areas used by people. In areas in use, we noted items in corridors not correctly stored away, new window restrictors fitted but not securely locked, rough edges on one wall and damage to a floor area. We brought this to the attention of the manager who immediately arranged for all items to be stored correctly and for the window restrictors to be locked. The RI assured us after the inspection visit, the rough edges and damage to the floor will be repaired. Managing health and safety risks whilst the refurbishment work is ongoing is an area of improvement and we expect the provider to continue taking action to minimise risks.

## Leadership and Management

The service provider has arrangements in place to support the running of the service. The RI maintains oversight of the service. They are in regular contact with the home and the manager. They visit as required. We noted they improved the way they evidence their quality assurance activities: we saw the reports produced after each quarterly visit and a comprehensive quality of care review. We also noted the RI identified a further area of improvement which is how they gather people's voices. In addition to the monitoring activities carried out by the RI, we saw the manager and senior staff carry out a range of audits which consider all aspects the services provided in the home.

People are supported by staff who are trained, supported and developed. Records show new staff receive an induction and they receive training relevant to their roles. Staff say they receive training, are supported and the teamwork is good. They also told us rotas take into consideration their personal circumstances and they appreciate this. We saw staff are supported to reflect upon their own practice when problems are identified, and they are supported to develop their skills and practice.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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15	Care plans are not always accurate, sufficiently detailed or complete.	New
57	Health and safety risks were not all managed whilst the refurbishment work is being completed.	New
73	The RI visits the service and oversees progress and developments. However their contact with the service focuses on the environment and contact with managers, they have not gathered the views of people who use the service, their relatives and staff.	Achieved
36	Staff do not receive appropriate supervision and appraisal. However, the provider has identified this as an area of need and we saw evidence that supervisions have started taking place.	Achieved

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