



Inspection Report on

Mill House

Treharris

Date Inspection Completed

19/12/2023

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About Mill House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Ucan Care Limited
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	16 th June 2022
Does this service promote Welsh language and culture?	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

Mill House is a small care home situated in a semi-rural location near to the village of Treharris. People living at Mill House are provided with an excellent standard of care and support delivered by an established team of care workers. Personal plans are produced in conjunction with people and their representatives, this ensuring people are at the forefront of the care and support they receive. The care planning process follows a strengths-based approach, so people get to maintain as much independence as possible. People are encouraged to maintain relationships with family and friends and participate in activities they enjoy.

The service provides good continuity of care as there is a low turnover of staff. Care workers have positive relationships with the people they support and are familiar with their needs, wants and routines. Care workers are happy working at the service and feel supported and valued. Good governance arrangements help the service reflect and develop. The Responsible Individual (RI) has good oversight of service provision and regularly reviews the quality of care provided. The environment is clean, comfortable and maintained to a good standard.

Well-being

People are supported to have control over their day-to-day lives and do the things that matter to them. Personal plans consider people's needs along with highlighting their strengths and the support they require to have positive experiences. Care and support is person centred with people being treated with dignity and respect. Staff turnover at the service is low. Care workers know people well and respect and promote choice. People are supported to do the things they want to do and have access to a range of activities in the home and wider community.

People are supported to remain healthy and happy. Good access to healthcare professionals is provided and medication is safely stored and administered. Detailed care and support plans and risk assessments consider people's health needs. Care workers receive specialist training specific to people's needs. The home has an infection control policy with measures in place to minimise the risk of cross contamination.

People are protected from abuse and neglect. The recruitment process is robust and ensures care workers are suitable to work with vulnerable people. There is a safeguarding policy and care workers receive relevant training. Care workers know the process for raising concerns. There is a raft of other policies and procedures in place which help underpin safe practice. Risk assessments and management plans provide information on the best ways of keeping people safe. Ongoing quality assurance audits ensure systems remain effective and any hazards are identified and addressed.

People live in an environment which supports their well-being. The environment is well-maintained and is comfortable and clean throughout. An ongoing programme of maintenance and repair ensures the environment remains safe. People can personalise their bedrooms to their preference and there are communal areas which can be accessed for socialising with others or relaxing.

Care and Support

People are extremely happy living at Mill House and have excellent relationships with care workers and the management team. We observed positive interactions between people and the care team throughout the time we spent inspecting Mill House. It was clear from our observations people and care workers share a mutual respect and enjoy each other's company. We spoke to a number of people who said, *"It's wonderful here, I've been here 4 years, I can't think of anywhere I'd rather be"*. And *"The staff are marvellous; I get on with all of them, they are like an extended family"*.

Care workers support people to achieve their personal outcomes. People's personal outcomes are detailed in their personal plans and consist of things such as health goals and/or activities. On a monthly basis people's outcomes are reviewed with any progress documented. Realistic goals are set at each review so progress can be monitored. We saw evidence people are supported to do the things which are important to them and participate in a wide range of activities which are tailored to their needs. These activities include domestic tasks within the home and leisure pursuits in the community. One person said, *"There's lots of things going on. I like to write poetry and ride my bike"*.

People's care and support needs are detailed in their personal plans. We examined a number of personal plans and found they contain a very high level of information. This gives care workers an excellent understanding of the needs of the people they support. Personal plans are produced using a strengths-based approach and detail the persons strengths as well as the support care workers must provide. This approach is proactive as it encourages people to do as much for themselves as they possibly can.

Support is available for people with medication needs. There is a medication policy and care workers receive relevant training. We saw medication is stored in line with best practice guidance. We looked at medication administration recording charts (MAR) and found they were filled in correctly. This suggesting people receive their medication as prescribed.

People have good access to healthcare professionals. Documented evidence in people's personal plans shows people are supported to attend routine appointments. We also saw evidence care workers seek advice and support from medical professionals if they have concerns about people's physical, mental, or emotional well-being.

Environment

Mill House is set in a semi-rural location not far from the villages of Treharris and Abercynon. The home has a large garden area to the rear of the property. This area has been developed so people can grow fruit and vegetables as well as utilising the space for relaxing or participating in other activities. The home is set over two floors with people's bedrooms on the first floor and communal areas situated on the ground floor. We looked in a number of people's bedrooms and found they are suitably furnished and decorated and are personalised to people's individual tastes. Also located on the first floor is an office. This is a secure location where people's confidential information and medication is stored. Communal areas are clean, warm, and welcoming. The furnishings and décor in communal areas are of a good standard. The kitchen is clean and well maintained and can be accessed throughout the day and night. There are no set menus, people are supported to do their own shopping and prepare their own food.

The home is maintained to a good standard. An on-going programme of maintenance and repair ensures the environment, it's facilities and equipment are safe. We saw up-to-date certification in place for utilities and fire safety features. Care workers also perform regular safety checks to ensure equipment etc remains in good working order. A cleaning schedule is followed on a daily basis to maintain good standards of cleanliness and hygiene within the home. The home is safe from unauthorised access with visitors having to sign in on arrival and out on departure.

Leadership and Management

Care workers are supported in their roles and feel valued by the management. We looked at supervision and appraisal records and found care workers receive the required levels of formal support. This is important as it gives care workers the opportunity to discuss their workload or any concerns they may have. It also gives care workers the chance to reflect on their performance and explore development opportunities. Care workers we spoke to provided complimentary feedback regarding the manager. One said, *“The manager is brilliant, very good indeed”*. Another said, *“The manager is very approachable, we all communicate well, there is a very good team here”*.

A safe recruitment process ensures care workers are suitable to work with vulnerable people. The service completes all the required pre-employment checks before a new employee commences employment. These checks include employment history checks, Disclosure and Barring Service (DBS) checks and references from previous employers. Following this care workers work through a structured induction programme where training and shadowing opportunities are provided.

Care workers receive training relevant to the needs of the people they support. The service provides care workers with a programme of training covering core and specialist areas. Core training concentrates on generic aspects of care and support such as medication management and safeguarding, whilst specialist training is training tailored to the specific needs of individuals living at the service. Care workers we spoke to told us the standard of training provided is good and the management encourage as much training as possible.

Effective governance arrangements help to monitor, review, and improve the quality of care and support provided. We looked at a selection of the services policies and procedures. We saw policies and procedures are aligned with the most recent best practice and statutory guidance. Policies and procedures are kept under review and updated when necessary. The RI visits the service regularly and speaks to people and staff to gather their views on the services provided. Feedback is also sort via satisfaction surveys which are completed annually. The results of the latest satisfaction survey suggests, on the whole people are very happy with the service they receive. On a six-monthly basis a review of the quality of care provided is conducted. We looked at the latest quality of care report. The report clearly highlights the services strengths and highlights areas which have been identified for improvement.

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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