



Inspection Report on

Pen y Daith

**12 Millard Park
St. Davids
Haverfordwest
SA62 6QH**

Date Inspection Completed

22 September 2021

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About Pen y Daith

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St. Davids Care in the Community Ltd.
Registered places	10
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	No

Summary

People who have made Pen y Daith their home lead generally happy and fulfilling lives. There is a mostly calm and relaxed atmosphere throughout the home which helps people and visitors feel at ease.

The care team support each person in a person-centred way, and they are fully involved in discussions about their support.

People are encouraged to make daily choices in how they spend their time and, to a large extent, to do things that are important to them.

The staff team are keen to make a positive difference to people's lives, and the interactions between people and those supporting them are friendly.

Well-being

Overall, people who have made Pen y Daith their home have some control over their day-to-day lives. Care workers know people well and ensure they know what opportunities and support are available to them. People are involved in decisions made in respect of the home, including the physical environment and how they spend their time. Support plans contain information about people's likes; dislikes and the things which are important to them.

People are safe and protected from abuse and harm. All of the care workers we spoke with know the action they are required to take if they suspect a person is at risk. They are confident the manager will take the action necessary to ensure people remain safe. A small number of staff work in the home and these know people very well. It is clear people feel comfortable with the care workers, and describe the others who live in the home as their friends.

There are things for people to do both inside and outside the home. Some people were occupying themselves in their rooms and others were in the communal areas.

Care workers encourage people to make choices about how they spend their time and activities include trips out; helping in the kitchen and doing courses with a local charity.

The home is clean and comfortable, and people enjoy good relationships with each other, saying "*We all get on*" and also describing care workers as "*kind*" and "*patient*".

Care and Support

The measures to maintain good infection control are not always taken. Care workers do not always wear masks despite the guidance set out by Public Health Wales. This is despite adequate supplies of PPE being available.

There are accurate and up-to-date support plans which care workers find helpful and also have the time to read. Some support plans are signed by the person, demonstrating they have been involved in their plans. Support plans cover a range of areas including mobility; personal care; oral care and maintaining safety. They are available to assist care workers in helping to ensure people's support needs are effectively met. We did find some old and out of date support plans in the files which could mean workers may not always refer to the most current plan.

Records show how people spend their time, and this includes going to church; going out for walks in the local area; helping in the kitchen and doing college courses.

People's physical health needs are met. Care workers assist people to attend hospital and other health appointments. We noted there is little use of PRN medication and medication is administered as prescribed. One care worker told us there is always someone on duty who is trained in the safe administration of medication. People enjoy the meals served, with one person describing the food as "*beautiful*". We noted, however, there is a large reliance on processed food, with many meals being prepared using jars of ready made sauces.

Care workers demonstrate a good knowledge of people, and one person told us "*I have two families*" when discussing the relationship they have with care workers. They have formed a good relationship with people and we saw friendly and relaxed interactions between people and those supporting them. People appear genuinely comfortable in the company of care workers and the others living in the home.

Environment

People receive support in a suitable environment. The home is clean and, whilst most of the home is in reasonable decorative order, parts would benefit from some redecoration and refurbishment. Some work has been carried out since the last inspection, including a new patio and shower; as well as decorating the lounge.

People were happy to show us their rooms and to tell us how they had chosen the colours and furnishings.

The electrical system has been replaced and is now considered satisfactory.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front door bell before gaining entry and record their visits in the visitor's book when entering and leaving

Leadership and Management

The responsible individual (RI) has completed quality reports but the most recent one is dated December 2020. The reports are detailed and informative and give a clear picture of people's activities within the home. They do not, however, demonstrate people's relatives and those working in the home have been consulted.

We were told the report completed by the manager is added to the end of the RI report but this is brief and does not cover all of the information required.

Care workers feel suitably trained, and people consider those supporting them to be skilled. The training matrix shows some care workers are up to date with their training and they told us they are not asked to do anything they do not feel confident to do safely.

We were told the service has recently commissioned a new training provider so the training matrix may not be an accurate record of the training care workers have completed. Pre-employment checks take place before employees start work which includes ensuring suitable references and Disclosure and Barring Service (DBS) checks. Staff files are easy to navigate but contain some information, namely training certificates, which are out of date.

The manager provided a list of supervision which has been carried out, but the RI confirmed this is not fully up to date. Care workers, do, however, feel well supported and are able to raise any ideas or concerns they have with their managers.

Areas for improvement and action at, or since, the previous inspection. Achieved**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None

Areas where priority action is required

None

Areas where improvement is required

care workers are not receiving appropriate supervision and appraisal.

The area(s) identified above require improvement but we have not issued a priority action notice on this occasion. This is because there is no immediate or significant risk for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection.

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