



Inspection Report on

Clayford

Haverfordwest

Date Inspection Completed

21/08/2023

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About Clayford

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CARNINGLI TRUST (THE)
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	28 March 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

People lead happy lives at Clayford. The staff team ensure people are fully involved in all discussions about their care. Each person is encouraged to make daily choices in how they live their lives and to do things that are important to them.

The enthusiastic and professional staff team want to make a positive difference to people's lives, where people they support are at the heart of the service. The staff team approach people with respect and give them ample time to communicate their wishes and opinions. All employees feel well supported by senior staff, receive training relevant to their roles and demonstrate a thorough knowledge of the people they support.

The management team continually strives to develop people's care and support wherever possible. The Responsible Individual (RI) is well-known to people in the home and the staff team, and regularly visits to talk to people and care workers to obtain their feedback about the service. In addition, a relaxed atmosphere throughout the home helps people and visitors feel at ease.

Well-being

Overall, people at Clayford have control over their day-to-day lives. The staff team knows each person well. People understand what opportunities are available to them because care workers ensure they receive the support and information they need, in ways that make sense to them. Support plans are detailed and provide the staff team with a wealth of information about the person: documents such as, *'My Plan'* and *'About Me'* describe what is really important to the person, and how to best support them to live their best lives. People also have access to advocacy services where they want independent support in issues which affect them: contact details are available in the home.

People are relaxed, comfortable and do things that make them happy. Care workers encourage people to make choices and decisions about how they spend their time. Each person is as active as they wish to be. One person described what they had planned for the week and a relative told us, *"They're always out and about. We have no worries at all. X loves it here and the staff are lovely."* People personalise their surroundings in line with their interests and hobbies. Care workers have a good rapport and relationship with people.

Although the home does not currently provide the Active Offer of the Welsh language - this means being proactive in providing a service in Welsh without people having to ask for it. A senior manager told us key documents such as the home's statement of purpose and the service user guide would be made available bilingually in English and Welsh in the future if necessary. No one in the home at the moment speaks Welsh. However, there is a small number of bilingual staff members if that situation should change in the future.

There are detailed plans that describe how care workers can enable people to live their lives as they wish. The staff team carry out initial assessments before people move into the home and consider a range of information to ensure they can meet people's needs. They take information from various sources, including family knowledge and social worker reports. Care records clearly state any risks to people's well-being and detailed risk management plans help to keep people healthy, safe and as independent as possible. People have epilepsy management plans, health action plans and hospital passports in place to keep them safe and healthy. Care workers and senior staff regularly review all care records, especially where support needs change. In addition, the staff team protect people's personal information at all times.

Each person regularly does things that matters to them and makes them happy. People have their own transport and enjoy going to the shops, theme parks and horse-racing, together with leisure pursuits such as swimming and bowls. One person proudly showed us a new dress, purchased for '*Lady's Day*' at the local racecourse. People get together with care workers to talk about meals each Sunday and also discuss leisure plans for the forthcoming week. Each person appears happy with the plans they have in place, with all arrangements recorded on wall planners in the office.

All care workers receive support, guidance, and training and access policies and procedures to understand their responsibility to protect vulnerable people. They recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would also contact external agencies such as the local safeguarding office if they thought they needed to. The provider has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers refer to infection management policies when necessary.

Environment

People receive support in a suitable environment. The house is set in a rural area in the countryside. It is safe, warm and clean and each person appears comfortable and happy. There is a range of areas to socialise in: there are two lounge areas and a large kitchen/diner. Bedrooms are personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. Externally, there is a large garden with a summer shed for activities, and benches where people can take in the view and talk to the horses in the opposite field – where some people just watch the world go by.

People are safe from unauthorised visitors entering the building, as all visitors must ring the front doorbell before gaining entry and record their visits in the visitor's book when entering and leaving. Peoples' personal care records are stored securely and only available to care workers and healthcare professionals authorised to view them. Clear infection control procedures are in place. Fire exits are free of obstructions. There are clear instructions displayed in the home on what to do in the event of a fire and senior staff members undertake regular audits of the environment to keep everyone safe.

Overall, the provider has a clear vision of the care it provides, and a positive regard to each person receiving support. Regular audits monitor all aspects of people's lives and any issues that arise are promptly resolved. Regular discussions take place with people and healthcare professionals involved in their care. People and relatives know how to make a complaint if they need to, although there have been no complaints over the past year. We saw several compliments from relatives in regard to the support provided by the staff team. The RI is in regular contact with the home and provides good support to the staff team.

The provider ensures there are enough knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before any new employee starts work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme is detailed and links to individual learning outcomes and the 'All Wales Induction Framework for Health and Social Care.' Care workers are mostly up to date with their essential training, with plans already in place for relevant refreshers in the near future. Care workers say this provides them with a good understanding of their roles and responsibilities and the best ways to support people. Regular staff meetings give care workers the opportunity to discuss their work and to keep current with all developments in the home. All aspects of the service are summarised in three-monthly visits from the RI and six-monthly quality of care reports. Employees can discuss any issues they wish to raise in three-monthly supervision meetings.

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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