



# Inspection Report on

**Clayford**

**Clayford Farm  
Haverfordwest  
SA62 4BD**

## **Date Inspection Completed**

07 April 2022

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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	
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People who have made Clayford their home are supported by a small team of motivated staff in an environment which is clean, comfortable and homely.

Workers are effectively trained and supervised and feel valued by their manager.

People lead fulfilled lives with the range of things they do, and responsibilities they have.

Relatives are wholly complimentary about the quality of support people receive at Clayford

There are some effective governance arrangements in place to monitor quality but these do not always fully meet the requirements set out in the Regulations.

## Well-being

People are safe because care workers know the action they are required to take if they suspect a person is at risk or is being abused. They are confident the manager would take the action necessary to safeguard people.

The physical environment contributes to people's well-being. It is clean, comfortable and personalised. There is outside space for people as well as a cabin in the garden. Plans are in place to further enhance the environment.

People do things that matter to them. As well as rights, people also have responsibilities to help maintain independence and to learn some new skills. One relative spoke about how encouraging the staff are and one worker was proud of the progress people have made. One relative described the staff as "*fantastic*" and "*cracking*" and another said they felt "*lucky*" to have found Clayford.

People have good relationships with those who support them. We saw some friendly and encouraging interactions and there is evidence care workers know people well, and know what matters to them. Records are comprehensive and reflective of person centred care.

Care workers are well supported; feel valued and are appropriately trained to help people to achieve their potential.

## Care and Support

People are supported to ensure their physical health needs are met. Reviews take place with specialist healthcare workers including opticians, audiology, dentists and asthma clinic. One person is proud of the weight they have lost and we were told healthy meals are chosen by people to make.

There is an understanding of the importance of good nutrition. The dining table in the kitchen is a sociable area where people sit to play games and spend time with each other. People are assisted by staff to go shopping and attention is paid to make sure meals are as healthy as possible. Some people enjoy helping in the kitchen and bake cakes as well as other meal preparation.

Food cupboards are reasonably well stocked and most meals are cooked from scratch using fresh ingredients, with little reliance on processed food.

People have a range of things to do. Activities in the home include preparing meals; doing laundry and housework; cleaning their cars and playing games. Outside of the home, people go out for meals; to feed the horses; to shows and concerts; to dances and to visit family. One relative said "*X has a good quality of life*".

Relatives feel involved in people's care with one saying the communication they have with the home is "*the best I have ever had*" and they are "*absolutely confident*" the person is receiving the best support possible.

There are some good infection control measures with staff wearing the appropriate PPE. Standards of cleanliness throughout the home are good.

Paper care records are maintained. These are easy to follow and contain a range of detail including a document called "All about me" which sets out "what is important to me; what people like and admire about me and how best to support me". Other documents include information about "what I can do for myself", "what I need you to support me with" and "my personal goals". Risk assessments are linked to care plans and quarterly reviews are completed which includes information about how the person was involved in the review as well as short, medium and long term goals. Daily entries are detailed and person centred.

## Environment

People live in a home, which is suitable for their needs. There is a comfortable snug area as well as a larger lounge. The kitchen/dining room is well equipped, but some parts would benefit from some updating.

There is a self contained annex which could be suitable for people with restricted mobility if necessary. Overall, the property is well maintained and repairs are carried out promptly.

Bedrooms are on the first floor and are personalised and in good order.

Bathrooms are accessible for people and there is a separate toilet downstairs.

The home is free from any malodours. People have some responsibility for keeping areas clean, with support from staff where needed.

There are plans to replace some of the flooring to something more homely and easier to keep clean. One of the bedrooms is waiting to be decorated once the person and their family choose how they want it decorated.

There is plenty of outside space, which is well maintained, and people have use of a garden room.

## Leadership and Management

An experienced manager supports a team of motivated care workers. The manager is very visible within the home and knows people and their team well. Care workers feel well supported and relatives are complimentary about leadership of the home with one describing the manager as “*excellent*”.

There are some governance arrangements but they do not always fully meet the criteria set out in the Regulations. However, quality is reviewed both internally and by partner agencies. The findings from these reviews is wholly positive with one stating, “*residents are enabled and supported to maintain, learn and use practical skills that enable and encourage them to function independently*”.

There are procedures in place to ensure the home is safe. Fire drills take place and fire safety checks ensure emergency lighting; fire alarms and fire exits are checked. A general risk assessment is available and this looked at areas including infection control; first aid; cleanliness and ventilation.

Care workers receive the training needed to enable them to effectively carry out their duties. One care worker said they are being supported to do further training after completing their QCF Level 3.

Care workers also receive balanced feedback on their work as part of supervision. Records we looked at confirm this with one entry noting, “*X’s performance is always of a high standard*”. We saw the supervision plan and care workers confirmed they have regular supervision with their manager. One care worker said working at Clayford is “*the best job they have ever had*”.

Care workers are appointed following a safe recruitment process. The required checks are carried out and files are easy to navigate.

### 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
N/A	No non-compliance of this type was identified at this inspection	N/A



**Date Published** 25/04/2022