



Inspection Report on

Erwhir Care Home

Erwhir Residential Home

29-30

Longacre Road

Carmarthen

SA31 1HL

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

11/04/2023

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About Erwhir Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Towy Haven Care Homes Ltd
Registered places	15
Language of the service	Both
Previous Care Inspectorate Wales inspection	17/01/2022
Does this service provide the Welsh Language active offer?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

A recent takeover of the service by a new provider and manager has happened which is proving to have a positive impact on the service. Monitoring and auditing processes are being strengthened. The manager of the service is well supported, and the provider has submitted their application to be the Responsible Individual (RI) and has oversight of the service.

People's care and support plans that have been reviewed and updated by the new manager are detailed and provide a good sense of the individual and their needs. Care staff have a good understanding of people's needs and how to support them. People's individual health and well-being are important to those providing the care and support. Communication with external health and social care professionals continue to play an important role to ensure people remain safe and their personal outcomes achieved.

The environment supports the safety of people living and working in the service and there are plans to re-decorate and improve the environment under the new provider.

Well-being

People are treated with dignity and respect. Care workers speak warmly about the people living in the service and have a good understanding of the person, their needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Care records and risk assessments that have been reviewed by the new manager are detailed and give a good sense of the individuals. The manager has ensured that external professionals are actively involved in the individuals care and support. Part of the detailed action plan that has been completed by the manager and provider, includes each person having a review booked with social workers/local authorities to ensure all information is correct and up to date. This will ensure each individual's health, well-being and support needs are accurate and support them to achieve their outcomes.

Recruitment measures ensure staff working at the home have the right skills and approach to care. Policies and procedures are in place to support good practice, and these are being reviewed by the new provider and manager to ensure they reflect the service being provided and are in line with legislation and guidance. We saw evidence that since the new provider has taken over, there is good oversight of the service by the manager, and the provider/RI.

People do things that make them happy. The manager has employed an activity coordinator to ensure people have access to a range of activities both external and within the service. People were seen participating in and enjoying activities during the inspection, and we could see that events are celebrated in the home with preparations for Easter taking place, with decorations through the home and activities planned.

The manager provides an 'Active Offer' of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it. The service anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Care and Support

People receive care and support from care workers who have a good understanding of their needs and how best to support them. Care records are under review at present, the manager has arranged full reviews for each individual to ensure all information is accurate and up to date and any additional referrals that are needed are completed. We were provided a copy of the action plan, that shows the manager will ensure everyone's care records are reviewed three monthly or as an when needs change. Health and social care professionals are actively involved with people, and this is well documented in their care records. Communication between all parties is important to ensure people remain safe and their personal outcomes are achieved.

People living in the service were seen smiling, laughing and engaging with care workers. Some people told us how much they like living in the home, the support from staff, how it is better in the home now as there are activities, and how they are coming into the lounge more now. Activities are person centred and will be coordinated and reviewed with the individuals, and family members. Care workers speak warmly about caring for people and working in the service. Care workers told us *"It is lovely working here and supporting the people here, seeing them smile and enjoy different things is great"*, *"It can be very challenging work, but it is well worth it"*, and *"we do what we do for the people here, they are at the centre of everything and are the most important part of what we do"*.

The service has achieved a level five food rating. The chef is knowledgeable about the variety and choices of food available and specific for people.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care workers told us they have enough time to support people appropriately. Staff respond to requests from people in a timely manner and interactions are friendly, respectful, and unrushed.

Staff follow the current Public Health Wales (PHW) Guidance. Policies and procedures are in place to support good practice. Care workers are clear on these and their responsibilities around protecting people from infection and harm.

Environment

The service provides an environment which supports people to achieve their personal outcomes. The layout of the environment enables people to use the facilities available to them safely. The provider and manager have employed a maintenance person to ensure the building is maintained and supports the people living there. Regular audits will be undertaken to ensure the building and any equipment used are safe and appropriate for use.

Outside there is a patio area that is not useable at present due to the previous owner using it to store old planks of wood and fence, the new provider and manager are aware of this issue, it is part of the action plan to remove all the rubbish and utilise the area for people.

People are encouraged to decorate their room to their own taste and preferences. We saw one room with lots of personal items on show. People are encouraged to have personal items such as furniture, photos, and ornaments in their rooms to make it as homely as possible for them.

Some decorating has taken place but there is much more planned to bring the home up to a standard the provider is happy with, this will benefit the people in the home and improve the environment. There is an effective audit system in place to ensure any issues are identified and addressed within appropriate timescales.

Infection control procedures are in place and care workers use all necessary personal protective equipment when providing personal care. People are safe from unauthorised visitors entering the building, as all visitors must ring the front doorbell and sign in and out.

Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are infection, prevention, and control measures in place by staff and managers. The service is clean with no malodours.

Leadership and Management

People living and working in the service are supported by a strengthened leadership and management team. A recent takeover of the service by a new provider and new manager is proving to have a positive impact on the service.

The new provider/RI visits the service regularly and we were told by the manager and care workers, he is available for support when needed. The provider has completed the application to become the RI which is currently in process with CIW. Monitoring and audits undertaken by the manager and deputy have been implemented. Actions required from these audits are acted upon and will be reviewed regularly.

People are supported by staff who welcome the changes in provider and management and are well supported, trained, and feel valued. Staff told us; *"Its great here now [manager]is a great manager and knows what needs doing. The difference in the home since the new owner and manager is amazing, people are much happier and staff are too", "I thoroughly enjoy working here now, I was looking to leave but not now it is so much better here" and "I feel the service is better since the new owner and management. It benefits people we support too as they are happier and having activities now as well as being encouraged to come from their rooms to the lounge. I have had supervision and have a clear picture of what I need to do (training) and what my role is, it is just so much better here now and is only going to get better"*.

The manager is currently working through staff files and ensuring there is a paper-based file available and that all staff information required is in place and up to date. The previous manager had no paper-based files, and all information was stored online. But the new manager is not happy with this system as it is not clear, and she cannot be assured it is in line with regulations.

An audit is being completed by the manager on staff training, the manager explained this will allow them to identify what training is needed and book this immediately. This will then enable the manager to implement a training matrix, so all training can be monitored to ensure staff stay up to date with their training needs.

Care workers spoken with demonstrated a good understanding of the safeguarding policy and procedure and stated they would feel confident reporting any concerns they have.

Policies and procedures are in place to support good practice, and these are being reviewed by the new provider and manager to ensure they reflect the service being provided and are in line with legislation and guidance.

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
36	Staff are not receiving quarterly supervisions and there are large gaps in staff training	Achieved
73	We found no evidence that since June 2021 the RI has not completed a regulation 73 visit	Achieved
80	The RI has not completed a quality of care review since June 2021.	Achieved

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