



Inspection Report on

Serenbrook Care Home

Barry

Date Inspection Completed

03 October 2022

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About Serenbrook Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Valebrook Care Homes Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	06 July 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People and their relatives are happy with the care and support they receive from attentive care staff. The environment meets people's needs and enables people to enjoy activities in and outside of the service. People have opportunities to take part in community activities that are of interest to them. Care staff are knowledgeable, kind, and caring. Interactions between care staff and people is positive and people are spoken to with dignity and respect. The responsible individual and management team are 'hands-on' and are visible to staff, people using the service, and visitors. There are systems in place to monitor the quality of the service. We saw records are well maintained and keep staff informed of the care and support people need. Good levels of training and supervision ensures care staff know how to keep people safe and protect them from harm. Although the service provider seeks the views of relatives and visiting professionals, they do not include people using the service to help inform service improvements. There is one area of improvement regarding seeking the views of people and care staff that we will consider at the next inspection.

Well-being

People are settled and comfortable. People's emotional needs are met in a sensitive and caring manner. People and their relatives told us they are happy. People receive support to make decisions that are in their best interest. People are given choices relating to their day-to-day care and support. People enjoy one-to-one time with staff and have access to group activities. The service offers activities on an ad-hoc basis and people are not required to follow a weekly planner.

Relatives are given the opportunity to provide formal feedback to the service, but this is not consistent for everyone living at the service, and we expect the provider to adapt their ways of working to engage with people to formally seek their views. People and their families told us they are extremely happy with quality of care and support, and they trust staff. People are supported to have regular contact with representatives who are important to them.

There are good systems in place relating to infection control which protects people from harm. Care staff use personal protective equipment appropriately and follow guidance for accepting visitors safely into the home. We saw policies and procedures in place are kept up to date.

People have access to health care and there are systems in place that care staff follow to ensure people's outcomes are met and appointments are not missed. There are robust systems in place relating to medication management to ensure people receive the right medication at the right time. This is an improvement since the last inspection.

Care staff protect people from abuse and neglect, and they know what to look for and know how to raise a concern should a person's well-being be compromised. Relatives told us they know how to raise a concern or make a complaint and have full confidence in the management team that concerns will be acted upon promptly. Risk assessments and documentation is in place to protect people and updated regularly.

The accommodation is adapted to support people to achieve their outcomes and promote safe freedom of movement around the home. Care staff are sensitive and knowledgeable about the importance of maintaining the home to continue to be an inclusive environment for all people living there.

Care and Support

The care staff provide good standards of care and support. Relatives told us “*Staff are caring and professional and the home is one big family*”. People can expect continuity of care from a well-established care team that know people very well and have an excellent understanding of people’s preferences. Staff are respectful of people’s individuality in how they receive their care and support. Detailed care and support plans provide staff with essential and important information to ensure people achieve their personal outcomes. People, their relatives, and professionals are not consulted at care plan reviews, but the service provider assured us arrangements will be put in place. Relatives told us they are kept informed by telephone, speak to loved ones on a regular basis and visit the home often. Relatives feel confident in contacting the home at any time.

People are communicated to in ways that best suit their needs when they are receiving care and support. People are treated with dignity and respect. Staff are skilled in communicating with people and vary the ways in which they work to meet individual communication needs.

People's care plans are detailed and inform staff how best to support people to meet their personal outcomes. The staff team respond promptly to changes in care, support and health needs and complete necessary documentation to inform others of the changes. Staff receive daily handover meetings to discuss people’s current needs. People receive support to follow care routines and the service maintains high standards of personal care and presentation for all people living in the home. Staff deliver support in a caring and respectful way. Staff are kind, sensitive and show genuine affection to people. People have access to home cooked meals; fresh food is purchased on a regular basis and people are given a daily choice on what they would like to eat. People are offered drinks and snacks throughout the day. Staff receive specialist training to support people’s individual nutritional needs.

Medication is stored, administered, and recorded safely and systems are in place to appropriately manage personal monies. People have regular access to health care services and appropriate referrals are made for advice from other professionals.

Environment

The service is clean, warm, and welcoming. The environment meets people's individual needs. People are involved in personalising their bedrooms and decorating their space with things that matter to them. We saw people choosing to spend time in their rooms as well as being in the communal lounge to enjoy activities such as watching the television, knitting, and using sensory items. There is a 'homely' feel and people told us they are happy. The home is clean and well maintained and staff follow robust infection control measures. The management have good systems in place to monitor the cleanliness of the home and the equipment. The furniture is arranged to ensure people can be supported to move around safely.

The provider has good arrangements for maintaining servicing records relating to the utilities, fire safety equipment and equipment relating to care and support. The home is free from obvious hazards and the environment is monitored and maintained. There is a robust maintenance log. The RI visits the home on a regular basis and completes environmental checks and repair works are acted upon promptly. Most people have an up-to-date personal evacuation plan. The provider is making improvements to the documentation for all people to ensure staff have clear information on emergency procedures at night.

People have access to a large rear garden which has a well kempt lawn area, a space for meeting visitors and a raised sensory garden. Staff told us the garden is enjoyed often by people living in the home. People have the choice to have formal meetings take place in the office of the provider which situated close to the home. Some people prefer to have visitors in their bedrooms. People have an off-road parking area to store their vehicles.

Leadership and Management

The RI has excellent oversight of the service and is based at the home several times a week. People know who the RI and the management team are, staff and relatives speak very highly of their dedication and input to the service. Staff and relatives tell us that they have confidence in the management to deal with concerns or complaints promptly and professionally.

The RI completes three-monthly formal visits to monitor the quality of the service. RI has assured us people and staff will be involved in future visits and their feedback will be documented. The RI seeks the views from relatives and professionals through questionnaires, but staff and people using the service are not currently included in the feedback process. The provider is expected to put systems in place to ensure the RI visits capture the views of people and staff at the service to inform service improvements. We advised the service this is an area of improvement, and we would expect the provider to take action in a timely manner. The RI assured us they will take action to ensure views are being heard and this will be tested at the next inspection. A six-monthly quality care review identifies what the service is doing well and what improvements are required. The provider is making improvements to strengthen the information detailed in the review.

Care staff have clear policies and procedures and know how to access documentation. All staff receive training in safeguarding and staff we spoke to know how to recognise signs of abuse and neglect and they understand their responsibilities.

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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8	The service provider must seek the views of people and others to be well informed on the quality of the service.	New
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