



Inspection Report on

Serenbrook Care Home

Barry

Date Inspection Completed

17/11/2023

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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	03 October 2022
Does this service promote Welsh language and culture?	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 are extremely happy living in the home, they receive a high standard of care and support at the service. People's representatives are exceptionally pleased about the quality of the care and support. There is a highly skilled staff team providing people with consistency of care. People are at the heart of the service, and they are listened to and respected. Teamwork is a strength of the service. There is a united approach to ensure the best outcomes for people. Care staff access up to date policies and benefit from positive guidance and support from management. Care documentation thoroughly informs care staff of how people want to be cared for. There is a great emphasis placed on people's rights.

There is exceptional and passionate leadership and management of the service. The responsible individual (RI) is visible and available to people, care staff, and visitors. Highly dedicated management guide and support a kind, compassionate and well-trained team of care staff. Systems for monitoring and improving the quality of the service is pro-active which is an improvement since the last inspection. The high level of oversight ensures any changes needed to enhance the quality of the service are prompt and effective.

Well-being

The statement of purpose fully and accurately describes the service people receive. People living at the home are settled and care staff have exemplary knowledge about what is important to them. The service provider highly values the views and opinions of people, and they meet regularly to talk about what they like and what would make things better for them. The provider makes every effort to ensure people with communication needs participate in meetings. Care staff have excellent skills, awareness and understanding of people's individual communication methods. Every aspect of people's daily life is catered for, and they are encouraged to make day-to-day choices. For those who require additional support to make more complex decisions there are appropriate plans in place to ensure their rights and entitlements are fully protected. The provider works well with professionals and representatives to ensure choices and decisions are made in people's best interest. Representatives told us they are *"Impressed with how the service consistently advocates for people's needs."*

The service provider recognises and values the powerful impact of social inclusion and is creative at providing people with fantastic opportunities to enjoy themselves. The RI arranges twice weekly social gatherings for people to meet up with their friends. People spend time doing things that make them feel good. The service ensures people with unique support needs are included and take part in meaningful activities. The service values the positive impact on people when they have visitors and do things outside of the home. People enjoy time with others who they are close to. The service takes a vital role in ensuring visits and activities happen for people which goes above and beyond expectations. Representatives told us the service *"Goes above and beyond"* and *"We would not find another service more committed to people's well-being."*

The service provider informs care staff of their roles and responsibilities, and they understand how to protect people from harm and abuse. The safeguarding policy is kept up to date and in-line with current guidance. Training and supervision of care staff is highly effective in maintaining the service provider's exemplary standards of care and support to people using the service. People live in a home that is safe and well maintained. They have access to the right equipment which helps them to achieve their daily outcomes.

Care and Support

People's care and support needs are met to a very high standard. Care documentation is person centred and fully informs care staff of what to do. The service encourages and includes people when reviewing their personal plan. Health, well-being, and people's preferences are kept up to date. Communication between care staff and management is strong, meaning people receive exceptional continuity of care. Exemplary daily records detail the care and support people receive. Records told us people receive the right care at the right time. During the inspection we observed quality care and support. Representatives told us of exceptional bonds between people and care staff. We saw care staff being kind and respectful, treating people with genuine warmth and compassion.

Care staff support people to maintain impeccable hygiene standards, people are well dressed in their own style. People are well presented and have their personal grooming and pampering needs met.

Medications are safely managed. There are effective procedures for receiving, storing, and administering medication. The personal plan tells care staff how to safely support people with their medication. Care staff receive medication training and management monitors competency annually to ensure they maintain their skills and knowledge. Weekly medication audits enable the service to identify and quickly resolve any issues. Medication administration charts tell us people receive the right medication at the right time.

People make daily choices about what they eat and drink. The quality of the food at the service is very good and people tell us they enjoy it. Snacks and drinks are available throughout the day. We found menus to be varied and planned around people's tastes and preferences. Kitchen cupboards are well stocked with food and fresh produce. Care staff make a record of people's diet. Care staff receive specialist training to support people with complex dietary needs.

People access health services and receive support to attend appointments. Records tell us care staff document health updates. The service completes onward referrals to other health professionals and strongly advocates for people to ensure their health needs are met. Visiting professionals told us people experience a positive impact on their quality of life because of the care and support they receive.

Environment

The home is clean, warm, and welcoming. The environment fully meets people's needs. Bedrooms are personalised and an extension of people's identity. People enjoy spending time in their bedrooms because they have things around them that provide them with comfort and familiarity. Hygiene standards in the home are consistently good with care staff completing regular cleaning routines. There are systems in place to monitor the cleanliness of the home and equipment. We found most cleaning routine records are up to date.

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. Regular environmental checks ensure repair works are acted upon promptly. People are living in a home that is well looked after. Representatives told us "*This is a safe and comfortable environment.*"

Equipment is available to support people to complete their daily activities. Records tell us the service works well with other health professionals to make sure equipment is suitable and used safely. The service provider is responsive to recommendations made by other agencies to continue to provide a safe place for people to live. Personal emergency evacuation plans are in place for people and fire drills are very well documented.

People have access to a large, well-kept rear garden, with a seated space for meeting visitors in warmer weather. There is a good range of potted plants and flowers giving people a pleasant place to relax. People receive guests on a regular basis and visitors are well known by the care staff. Records relating to visitors are not always complete. The provider is thoughtful about how the environment can positively impact on people's well-being. For some people their personal bedrooms offer a place where they feel most relaxed during challenging or stressful times.

Leadership and Management

There is excellent oversight and monitoring of the service. The RI is available to people and care staff to offer guidance and support when needed. Policies and procedures are kept up to date and follow key guidance. Pro-active and thorough governance arrangements show us the service provider is continually striving to improve the service. We saw significantly improved auditing of records, the environment and medication procedures. The RI and management are passionate about the standard of care people receive. Since the last inspection, the RI has made great efforts to redefine key roles and responsibilities. Care staff are empowered to develop their skills and management are leading the care team to achieve the best outcomes for people. Representatives tell us there is confidence in the service to deal with concerns promptly. Visiting professionals consistently told us the service is professional, honest and transparent. Care staff unanimously told us they feel appreciated, valued and listened to.

The RI formally visits every three months to monitor the quality of the service. The service has made significant improvements on how they seek the views of people, care staff and visiting professionals. A six-monthly quality care review identifies what the service is doing well and what improvements are required. Since the last inspection, the RI has made impressive changes to the quality care review. It fully informs the provider the service is performing well.

Care staff receive regular and worthwhile supervision and annual appraisals. The provider consistently follows safe recruitment processes and provides care staff with information about their roles and responsibilities. Care staff complete a thorough induction and receive effective mentoring to meet the high standards expected of them. Most care staff are up to date with training. Nearly all care staff hold a relevant qualification and are registered with Social Care Wales, the workforce regulator.

Regular staff meetings are held to keep everyone fully informed of any updates. Care staff told us "*Management are very supportive and the teamwork is amazing.*". The RI and management work closely with care staff and identify areas of good practice and areas of development. The well-being of care staff is of great importance to the provider. Teamwork is a strength of the service, and this positively impacts on the quality of life of people living in the home.

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

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