



Inspection Report on

Canterbury House

**Canterbury House
77 Dyserth Road
Rhyl
LL18 4DT**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

27 September 2022

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About Canterbury House

| | |
|--|---|
| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Akari Care Cymru Limited |
| Registered places | 51 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | 25 April 2019 |
| Does this service provide the Welsh Language active offer? | This is a service that is working towards providing an 'Active Offer' |

Summary

People are happy living in the home. Their care needs are met and reviewed frequently to ensure staff always know of any changes. The provider proactively seeks ways to improve the service involving people, their relatives and the staff in decisions about the home. Trained staff, policies and procedures and regular meetings with staff help ensure people are cared for safely and effectively. Staff are well supported; they enjoy their work; the people they support praise them for the way they carry out their role.

People have choice about how they are cared for. The service provides a vegetarian menu as well as one which includes meat, both of which provide multiple options at each mealtime. We saw people choose where to sit and staff accommodate this and support them to ensure their comfort. People who speak Welsh are happy they can converse in their first language with specific staff including the managers.

The environment is bright, clean, and spacious. The gardens are secure and provide space and shelter for people to sit and for those who smoke. Regular safety checks, audits of systems and processes and individual risk assessments enhance the safety and well-being of people and the environment.

Well-being

People have choice and control over their day-to-day life. They choose when they want to get up and go to bed; where they spend their day; what and where they eat and which activities, they wish to engage in. People choose how to personalise their room and families are involved in informing staff of what matters to their relative. There are regular resident meetings allowing people to express their views about proposed plans for the home, and the responsible individual representing the provider of the home, seeks people's views at each visit. There are vegetarian menus as well as those that include meat, each offering a selection to choose from, and both presented in Welsh and English.

People's physical, mental health and emotional well-being is always monitored, and health care sought swiftly when needed. People's personal plans are detailed, and monthly reviews help to ensure plans are kept up to date. Care provision is accurately recorded as and when it is provided as care staff carry a digital mobile device to input such information immediately. This helps early identification of any care needs still to be tended to. There are always qualified nurses on site and care practitioners are trained in many health care matters. Equipment such as adjustable beds and specialist mattresses keep people safe and comfortable, and the spacious corridors allow for large wheelchairs.

Staff are trained in the subject of safeguarding and this, together with the services policies, keeps people safe. The manager is present most days and is accessible to staff should they wish to speak with him. A deputy manager is also present. Staff told us the manager is approachable and they feel their views are listened to. Frequent one to one meeting between staff and management provides an opportunity to discuss practice and raise any concerns.

The accommodation is warm, clean, bright, and spacious. Communal areas provide a variety of spaces for quiet time or places to socialise with other residents or visitors. People can enjoy the secure garden and the planned removal of current raised flower beds will increase the space this area offers. The home is equipped and suited to meet the needs of the people living there and people are happy.

Care and Support

People are provided with care and support that meets their needs as care plans are always up to date and accurate. The service uses a digital personal care system; staff record support and care provided on handheld devices as and when this takes place. This device quickly provides staff with an overview of the person they are supporting, ensures an accurate record and facilitates prompt identification of any missed or late actions. We saw risk assessments and personal plans are reviewed monthly or more often if people's needs change. People have choice about most aspects of their day. There are regular residents' meetings so people can learn of plans for the home and have their say. A '*resident of the month*' initiative ensures everyone is reviewed at least once a month and relatives views are sought about the service.

We spoke with people who praised the staff, the care, and the food. One person referred to staff as the best thing about the service. Another resident is a Welsh speaker and is happy there are staff who speak in Welsh to them. They said, '*it's a lovely place here*'. We saw staff engage with people with kindness and patience. They spoke with people while supporting them with their meals, making the mealtime experience a pleasant and unrushed one. We spoke with a visiting professional who praised how information is well organised; "*nothing is missed. The service reacts promptly to any concerns and responds quickly to any requests for information*".

People are supported to access healthcare and other services to maintain their ongoing health and well-being. Records evidence people have reviews of their health needs; they see their General Practitioner (GP), Community Psychiatric services, Chiropody, and other services when they need it. The visiting professional told us the service is quick to act when people have health care issues and is proactive in its approach to protect and maintain people's health and well-being. We saw people are supplied with equipment to promote their mobility. Risks are assessed, and steps taken to ensure people's safety through provision of equipment and/or changes to the way care and support is provided. People's mental well-being is promoted through the provision of activities they enjoy. Two staff have recently been employed specifically for the role of activities organiser and have introduced a programme which includes arts and crafts, music therapy and sensory therapy. People who are unable to participate in these activities enjoy hand massage and hearing staff read to them or chat about their family and other interests. They listen to music and the provider plans to arrange visits from entertainers.

Environment

The service provider ensures people's care and support is provided in an environment with facilities and equipment to promote their personal outcomes. We saw aids such as hoists, wheelchairs, and adjustable beds with specialist mattresses to help keep people comfortable and well. People have televisions or radios in their room, and they bring their own personal belongings to make their space more homely. We saw people choose where they wanted to spend their day, where they wanted to sit. Staff help people and respected their wishes. We saw all areas of the home are fresh, nicely decorated, bright and clean. One part of the building has been structurally changed to provide a more spacious lounge for people to socialise in.

We saw people sitting in the conservatory chatting amongst themselves. This overlooks the garden which currently has several raised beds. Meeting minutes show residents have agreed to plans that will change this area and allow more space. There is shelter for people to sit and smoke if they wish. There are chairs and furniture to use and take advantage of any nice weather. There is a sensory lounge with relaxing lighting to promote people's well-being and help calm and relax them. The dining experience is pleasant with tables nicely set with tablecloths and napkins. We saw cleaning schedules and audits; in February 2022, the home was awarded an Environmental Health food hygiene award of 5 which is the best it can be. One lounge has a Wi-Fi enabled television so people can choose to watch films on demand.

The service provider identifies and mitigates risks to health and safety. We saw all safety checks are routinely carried out and logged regarding fire, water safety and temperatures, equipment, electricity, and gas. Maintenance records show the need for any repairs or replacement are quickly identified and addressed. To promote safety when mobilising, new handrails are fitted in the corridors. The building is secure as visitors are required to sign in and out and there are keypad door locks to prevent unauthorised access. People told us they enjoy living in the home, they are comfortable and happy with their rooms and the space available to them.

Leadership and Management

The service provider has good governance arrangements in place to support the smooth operation of the service and ensure quality care and support is provided. A comprehensive range of audits of all systems and processes are carried out by the manager and senior staff help to ensure ongoing safety and effectiveness of the service. The responsible individual visits the service every three months; they speak to residents and staff; they examine care plans and employee records and produce a thorough report of their findings. The report concludes with actions for further improvement together with dates for completion. This illustrates a service keen to continually improve. The responsible individual also produces a quality-of-care report which outlines the effectiveness of various systems and processes. We saw complaints are investigated thoroughly and with objectivity. The manager listens to people and their relatives and takes complaints seriously.

People are supported by a service that provides appropriate numbers of staff who are suitably fit and have the knowledge and skills to provide the levels of care and support required. Staff told us they have annual appraisals and there are regular one to one meetings with the manager and we saw records confirmed this. The manager also has regular meetings with senior management, so the provider gains a good overview of the service and any issues. The management invests in its staff, providing financial incentives for completing training. Staff told us they enjoy working at the home and they feel supported and valued. Staff praised management for being approachable and listening to their views.

Staff are trained in a range of relevant topics to ensure they have the skills to provide a safe and effective service. Rotas and our observations on the day of our visit evidence enough staff are employed to meet the needs of people in the home. We saw people have a comprehensive induction to ensure they know everything about how the home operates. Staff interact with residents in a calm relaxed manner, support is unrushed and patient. Staff told us they work well as a team and *'managers listen to us, and we can put forward ideas'*. We saw safe recruitment processes are in place; there are safe vetting arrangements in place to ensure suitable recruitment.

Frequent and comprehensive audits are carried out on all practices and systems to ensure early identification of any areas requiring further investment; we saw the home has benefited from redecoration, ongoing improvements of the grounds and new furniture. The service proudly displays an award from carehome.co.uk in the foyer; this places the home among the top 20 in Wales based on public feedback.

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 |
|------------|---------|--------|
|------------|---------|--------|

| | | |
|-----|--|----------|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
| 66 | Systems to supervise the management of the service require strengthening. | Achieved |
| 21 | Lack of activities, records not fully completed and communication breakdown between staff. | Achieved |

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