



Inspection Report on

Stradey Park House

**61 New Road
Llanelli
SA15 3DP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

28/06/2023

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About Stradey Park House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	STRADEY PARK CARE HOMES LTD
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are very happy with the person-centred support they receive. Individuals are supported by skilled and experienced staff, who they have built up valuable relationships with. People are encouraged to be as fully involved in decisions about their care and support as possible.

The environment is homely and reflective of the people who live there. The provider is in the process of fully refurbishing the building. Maintenance checks of the building and equipment are consistently completed.

The manager of the service has a hands-on approach, they are accessible and well respected by people who live and work at the service. The Responsible Individual (RI) has good oversight of the service and completes reports with detailed actions to improve quality, following their quarterly visits.

Well-being

People are happy with the support they receive. The manager involves health and social care professionals to help people remain as healthy as possible. People are involved in developing and reviewing their personal plans, which focus on things that matter to them. People do things that make them happy because staff support them to interact with each other, their local community and to engage in activities they enjoy. Staff respect people and we saw many friendly interactions, they told us *“I love it, it’s not like coming into work”* and *“we are one big family here”*. People are enabled to communicate in their own individual style and can also talk to some staff in English or Welsh as they choose.

People are protected from harm because recruitment processes and training ensure they get the right support. Support workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns.

The building is homely and people personalise their own rooms as they choose. Communal areas are comfortable and spacious. People use the different spaces available to do things they enjoy, for example watching TV, playing board games, computer gaming and cooking for each other. The grounds are accessible and people can do things that matter to them.

People have a voice because they are involved in quarterly Regulation 73 visits. This information is recorded in a report with a clear action plan and used to inform the six-monthly Quality of Care Review.

Care and Support

People are positive about the support they receive and we saw many effective interactions between people who live and work at the home. Support workers know people well, understand their needs and effectively communicate with them. People value the support they receive and the relationships they have with all staff. Support workers are enthusiastic about their roles and enjoy spending time with the people they support, one told us *“We love the residents and do all we can to make them happy”*.

People are involved in developing their own thorough personal plans. The manager also involves individual’s representatives, care workers and external professionals to ensure information is accurate, useful and up-to-date. Senior staff regularly review plans with people and support workers so they remain relevant and worthwhile. When discussing personal plans a support worker told us, *“We make sure the little things are in the care plans because they are so important”*. There is consistently good evidence of health and social care professionals being involved. Daily notes record the care and support completed and a brief account of the day from the perspective of the person.

Medication is effectively managed and systems are in place to support staff to administer prescribed medications correctly.

People enjoy activities in the home and in their local community. People participate in arts and crafts, domestic tasks, visiting their local shops, relaxing in the gardens and are members of local sports clubs. Visiting the service is unrestricted and people can meet their friends and family whenever they choose.

Support workers focus on enabling people to be as independent as possible and are responsive to individuals. We observed many positive and friendly interactions during the inspection. Many of the support workers have been at the service for years and can communicate with people in their own specific way and in Welsh or English.

Environment

The manager of the service ensures the environment supports people in line with their individual needs. People use the different communal areas to socialise, do activities or to have quiet time alone. People appear very comfortable throughout the service. Individual rooms are highly personalised and people can decorate them as they wish. Accessible grounds are well used and people enjoy using a community garden close by.

The provider is completing a refurbishment of the whole building. All internal doors have been replaced to comply with fire regulations. The majority of bedrooms have been re-decorated and look bright and fresh. A support worker told us *“It’s really nice to see all the work on the building and their rooms look amazing”*.

The kitchen has a food hygiene rating of five, it is well used, accessible and a hub for people to socialise. Support workers promote independence and encourage people to buy and prepare their own meals. People discuss and agree their own menus and alternative meals are also available if people wish to choose something different.

Regular Health and Safety audits of the property are completed. Substances that are potentially hazardous to health are stored safely. Testing of fire safety equipment is up-to-date and actions from the last fire regulations inspections are completed. Personal Evacuation Plans are individualised and available in emergencies.

Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. Regulation 73 visits are completed every three months, the subsequent visit report evidences people and staff are consulted with. The six-monthly Quality of Care Review uses feedback from people, their representatives, and information from internal audits. Action plans clearly identify what is needed to improve the service.

The manager works directly with people and knows them well; we observed many positive interactions between them and people. The manager has effective systems in place to ensure documentation is up to date and beneficial to staff. Staff describe the manager as approachable, open and supportive. Support workers told us “[*Manager*] is the best manager I’ve ever had” and “[*Manager*] is great, easy to talk to and helpful”.

Support workers receive consistent supervisions and appraisals. Discussions with staff, demonstrate an understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a worthwhile induction and ongoing mandatory and person specific training to meet people’s needs. The majority of support workers have gained skills through professional qualifications and the induction programme links to individual learning outcomes and the ‘All Wales Induction Framework for Health and Social Care’.

Adequate numbers of skilled staff meet people’s needs. Many support workers have been at the service for years. They have built up good relationships with people and understand their circumstances and individual needs.

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
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