



# Inspection Report on

**Pant-y-Cendy Hall**

**Carmarthen**

## **Date Inspection Completed**

16/11/2022

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## About Pant-y-Cendy Hall

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Pant-y-Cendy Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	5 October 2021
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people /children who use, or intend to use their service.

### Summary

People are happy at Pant-y-Cendy Hall. A relaxed atmosphere helps people and visitors feel at ease. The staff team support people in person-centred ways, ensuring they are invited to be involved in all discussions about their lives. The staff team want to make a positive difference to people's lives, where people in the home are at the heart of the service. People are encouraged to make daily choices in how they live their lives and to do things that are important to them.

The Responsible Individual (RI) continually strives to develop people's support wherever possible, and each person is encouraged to have a voice. Good communication channels are evident, with regular monitoring of the support people receive.

## Well-being

People at Pant-y-Cendy have control over their day-to-day lives. The RI ensures people are invited to be involved in discussions regarding their support. Care records contain personal preferences and information about hobbies and interests. The home's statement of purpose accurately describes what the home provides. People are given a copy of the service user guide which provides details of what they may expect from the home as well as details of the complaints process should they need to use it.

People are relaxed and comfortable. They personalise their surroundings in line with their interests and hobbies and have a lifestyle they love in the countryside surrounded by nature and animals. Each person does things that matters to them and make them happy. For example, one person cooks three times a week for everyone. Care workers have a good rapport with people, have similar interests and support people sensitively. They encourage people to make choices and decisions about how they spend their time, and each person is as active as they wish to be.

As far as possible, people are safe and protected from abuse. The service is a family-run home, where the staff team have known people for many years. It is therefore clear people know and relate well to all care workers in the home. Care records and risk management plans help people keep healthy, safe and as independent as possible. People say they feel safe, and the staff team protect their privacy and personal information at all times. Care workers have been through the provider's robust recruitment process and are monitored to ensure they are meeting people's needs safely. Policies and procedures are up-to-date and reviewed annually. All care workers receive guidance and training relevant to their roles.

## Care and Support

People have accurate and up-to-date plans that describe how care workers provide their support. The provider considers a range of information to ensure the home can meet people's needs. The RI carries out initial assessments before people move into the home.

Detailed care records describe the support in place for people to live their lives as they choose. Assessments of each person's physical and mental health, together with up-to-date current risk assessments help maintain their independence as much as possible. Suitably qualified staff manage all medication safely, with regular checks in place. Regular discussions take place with people and healthcare professionals involved in their lives. The RI regularly reviews all records, especially where anything changes. This means they always remain up to date. The small staff team are aware of people's needs and provide support in a very sensitive and respectful manner.

The staff team remain motivated to support people the best ways they can. The recent Covid pandemic had little impact on people as they spent large parts of their days doing what they have always done by spending time with the horses and other animals on the farm. In addition, the RI also ensured people stayed in contact with their families by phone where they wished.

The RI does not currently provide an Active Offer of the Welsh language in the home because there is no need for it: there are no people living at the home whose preferred language is Welsh. However, some members of the staff team are bilingual, and the RI will adapt accordingly if this situation changes at any time.

Overall, people live in a suitable environment. The overall décor in the main house is homely, warm and clean. People say they feel comfortable and happy. The building is spacious and on one level, which makes it easy to navigate around. People can choose different areas to socialise in - there is a large lounge with a pool table as well as space outside where people can spend time. The grounds are set in five acres, with horses, chickens, ducks and dogs. Bedrooms are thoroughly personalised to reflect each occupant's taste and interests, with items such as games, posters, ornaments, soft furnishings, photos and items of furniture. The RI completes regular audits of the environment to ensure the home is safe and secure. Fire exits are free of obstructions and there are clear instructions displayed in the home on what to do in the event of a fire.

The provider has detailed policies and procedures to manage the risk of infection. Clear infection control procedures are in place. There are good hygiene practices throughout the home.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry and record their visits in the diary when entering and leaving. Peoples' personal care records are only available to care workers and healthcare professionals who are authorised to view them. Other personal and confidential information is stored securely.

## **Leadership and Management**

The RI has a clear vision of the support people receive in this service. The RI is also the manager. She is approachable and always makes herself available when necessary.

Employees may discuss any issues they wish to raise in regular supervision meetings. People know how to make a complaint if they need to. Regular audits monitor people's care and any issues that arise are promptly resolved. The RI summarises all issues in reports every three months and is currently producing a six-monthly quality of care report: this is a summary of the support people receive and includes any plans for the future.

The RI ensures there are enough knowledgeable and skilled employees to provide the appropriate support for people. Pre-employment checks take place before new employees start work: these include reference checks, photo identification and Disclosure and Barring Service (DBS) checks. The staff induction programme links to the 'All Wales Induction Framework for Health and Social Care.' Regular house meetings give care workers the opportunity to discuss their work and to stay abreast of any developments in the home. All employees are generally up to date with their essential training and feel they receive all training they need to support people as they wish.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
	The home's safeguarding procedure needs to reflect the national Wales Safeguarding Procedures, in line with current legislation.	Achieved

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
	The RI has not fully produced a six-monthly quality of care report for the current year.	Achieved



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