



# Inspection Report on

**Sea View House**

**Calon Fawr Nursing Home Ltd  
Lon Masarn Sketty  
Swansea  
SA2 9EX**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

14/06/2023

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## About Sea View House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Calon Fawr Nursing Home Limited trading as Swansea Living Solutions
Registered places	8
Language of the service	Both
Previous Care Inspectorate Wales inspection	06 October 2022
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

Sea View House is going through a period of change in terms of its staffing and management arrangements. This was a focused inspection that explored the leadership and management of the service and considered how practices impact people's well-being. A new manager was appointed in May 2023. The manager has daily contact with the Responsible Individual (RI) and has made some positive changes. A recruitment drive is underway as managers aim to build a stable staff team.

Staff are content in their roles. The manager and RI are visible and approachable. However, people have been put at risk due to poor communication and decision-making around the recruitment and selection of staff. The provider must take action to address this.

People have good interactions with managers and staff. Care workers support people to develop their living skills and follow their own interests and routines. However, managers need to promote people's safety and well-being more consistently by strengthening recruitment processes and improving the staff team's understanding of safeguarding procedures.

## Well-being

People experience kindness and respect. They lead an active, independent lifestyle doing things they enjoy. People socialise with others inside and outside the home. They have access to private and communal space, which is kept clean and free from hazards. The RI visits the home regularly to gather feedback about people's experiences.

People receive timely care and support. The service ensures there are enough staff available to support people's mental health and enable them to carry out their planned activities. There has been a high staff turnover which has meant people have had to adjust to new members of staff. People appear to have adapted well. They have good interactions with care workers and are comfortable approaching the new manager for information and guidance.

People's safety and well-being are at risk due to unsafe recruitment procedures. Poor decision-making by managers has resulted in people being cared for by staff who are not suitable for their roles. Improvements are needed to ensure all staff understand safeguarding procedures and their responsibility to protect people from harm. The manager and RI assured us they are committed to getting things right. They will undertake further training to help them deliver a safe, effective service that prioritises people's well-being.

## Care and Support

As this was a focused inspection, we have not considered this theme in full. However, we made the following observations:

People are encouraged to keep active and do things they enjoy. We saw people following their own routines as they spent time in the lounge and garden. People told us they often visit places of interest in the community and play games with care workers. Daily activities are factored into staffing rotas. These include physical exercise and household chores, such as cooking and cleaning. People meet weekly with their care workers to plan their activities for the week ahead.

People are comfortable with staff; conversation flows naturally, and they respond positively when given direction. We saw staff socialising with people in communal areas and offering support privately, as needed. Staff told us the manager has streamlined care documentation, which has reduced duplication and enabled them to spend more quality time with people. Rotas account for commissioned one-to-one hours, which ensures people receive the level of care and support they need.

## Environment

As this was a focused inspection, we have not considered this theme in full. However, all parts of the home we viewed were clean and free from hazards. We found communal rooms to be spacious and homely. At the next full inspection, we will test whether the service has an effective programme of refurbishment that ensures the environment is suitably furnished and maintained. This was an area for improvement we identified at the last inspection.

## Leadership and Management

The service is actively recruiting new staff. People have experienced recent changes to their care and support due to a high staff turnover. There are plans to improve staff retention in the long term, so people experience better continuity of care from a stable team of staff. The manager assured us an appropriate skill mix of staff will be provided each shift as new members join the team. All staff will be supported to register with Social Care Wales. Staff complete a range of online training, which they told us adequately prepares them for their roles. The manager has adjusted shift patterns to provide a better work-life balance for staff. This has improved morale and helped ensure staff do not work excessive hours.

The service does not always obtain full and satisfactory information before employing new staff. For example, full employment histories and two written references have not been obtained for some staff. In addition, managers do not carefully consider applicants' criminal history and the reasons why their previous employment ended when determining their suitability for employment. Risk assessments relating to convictions on Disclosure and Barring Service (DBS) certificates fail to acknowledge patterns of offending that may put people at risk. They do not clearly identify the actions needed to safeguard people or explain how these will be monitored and reviewed. These unsafe recruitment practices are placing people's well-being at risk, and we have therefore issued a priority action notice. The provider must take immediate action to address this issue.

The manager has earned the trust of residents and staff. People are confident approaching the manager for advice and support. Staff told us the manager has made changes for the better. The manager continually monitors staff practice and intends to formally supervise all staff individually. Staff feel listened to and respected by both the manager and RI, who visits weekly and attends monthly staff meetings. The RI speaks to people often to check that the service is meeting their needs and expectations. However, improvements are needed to ensure the service is consistently provided in a way that keeps people safe. Managers must follow a rigorous recruitment and selection process and ensure people's safety and well-being are at the heart of all decision-making. Professionals have expressed concerns about the management team's ability to recognise risk and safeguard people effectively. The RI has not completed safeguarding or other relevant training, although this is planned. All staff need to fully understand their role in protecting people and practice in line with safeguarding policy. These are areas for improvement and we expect the provider to take action.

The service implemented a new recruitment policy shortly after the inspection. The manager also audited all staff records to identify what information and documentation needs to be obtained.

### 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
35	The provider has failed to employ staff who are fit for their caring roles. Full and satisfactory information, as set out in Schedule 1 of the Regulations, has not been obtained to help determine staff’s suitability for employment. Appropriate and timely action has not been taken to protect people when new information indicates that staff no longer meet the fitness criteria. The provider must have in place rigorous selection and vetting systems to enable them to make a decision on the appointment or rejection of all staff applicants. The service provider must consider all the information available to determine whether a prospective staff member has the necessary skills and good character to undertake their role. This includes the information set out in Schedule 1 of the	New



	Regulations. Where staff no longer meet the required fitness criteria, the service provider must take appropriate and timely action to ensure people are not placed at risk.	
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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
6	The service has not been provided with sufficient care, competence and skill. The provider must place people's safety and well-being at the centre of any decision-making.	New
26	People's safety and well-being have been put at risk due to unsafe recruitment practices. The provider must ensure the service is provided in a safe way. Staff must not be employed to work at the service unless they are fit to do so.	New
44	A programme of refurbishment must be implemented to ensure the premises is suitably furnished and equipped, and properly maintained.	Reviewed

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