



Inspection Report on

Valley Lodge

**Llanarmon Road
Llanferres
Mold
CH7 5TA**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

28 February 2022

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About Valley Lodge

| | |
|--|---|
| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Roberts Homes North Wales Ltd |
| Registered places | 34 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | 5 December 2019 |
| Does this service provide the Welsh Language active offer? | The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture. |

Summary

Valley Lodge provides care and support for people in a warm and friendly environment. The premises is safe and accessible and is subject to ongoing improvements.

Staff know people well, interact in a kind, caring and respectful manner and provide support when and how people like it. People's health is well supported through good interagency working with health professionals. Personal plans detail how people like their individual needs met. People are kept safe through good safety measures, including infection control.

There is generally good management oversight of the service. Audits of key elements of care are carried out. The Responsible Individual visits as required, however some improvement to the visit report and quality of care reviews are required to demonstrate thorough oversight is conducted. Staff feel supported by the manager and receive supervision. There is training in place to support staff development and help them carry out their work safely and effectively.

Well-being

People are supported to have control over their day to day life. People and their families are consulted on how they want to be supported. Personal plans detail their individual needs and preferences. People can choose where they spend their time and what time they get up and go to bed.

People's physical and mental health are promoted. People enjoy nutritious and appetising food. There are regular activities, either individually or with groups. People are supported to access the garden if they want to. People live in an improving environment. Ways of improving the environment are continually being identified and acted upon. Living in a well maintained environment contributes to people's well-being.

People's risk of harm or abuse is well managed. Staff receive regular training and updates on safeguarding. Staff understand their responsibilities to report any concerns. People at risk of falls have an assessment in place to reduce their risk. There are good systems in place to manage infection control in line with current national guidance.

People have, and are supported to maintain, good relationships with others. During the Covid 19 pandemic people have been supported via a range of means to keep in contact with those who are important to them. We saw people have good relationships with staff and each other.

Care and Support

People receive care and support that meets their individual needs. People's needs are thoroughly assessed and planned for before they arrive at the home. Personal plans are thorough and demonstrate people's individual preferences are known and understood. Personal plans are reviewed monthly or when there are changes in need.

People receive good support from friendly and respectful staff. We observed people receive support, as described in their care plans. It is clear that people can follow their own routines as described. Staff are kind and respectful and provide care in a relaxed manner, using humour when appropriate. Feedback from people and their families is very positive about the care and support they receive, one person saying '*people are supported as individuals*'.

People receive good support to maintain their health and wellbeing. Records show when people's needs change, medical advice and professional help is sought. The service has regular meetings with healthcare professionals to ensure medication is reviewed as per national guidelines. We spoke with a healthcare professional who stated they have good working relationships with the service, and support is requested in a timely manner. We saw that food and fluid intake charts are used to monitor people at risk of weight loss and dehydration. People receive the medication they require. Medication audits check processes are safe and staff are competent in all aspects of dealing with people's medication. People can enjoy a wide range of activities to support their mental well-being. Some group activities take place, including singing and dancing, and arts and crafts. Other people benefit from 1-1 time, including face and foot massage as well as reminiscing conversations.

People's safety is well maintained. The service has good systems in place to ensure people are safeguarded from abuse, through regular training and easily accessible policies. Infection control systems are good and there are a wide range of measures in use to ensure people are safe from Covid 19. This includes testing visitors to the home, as well as good use of personal protective equipment (PPE) by staff and visitors.

Environment

The service provides people with care and support in a well-maintained environment. Facilities and equipment promote personal outcomes effectively. The general environment is welcoming and clean. Redecoration in some communal areas and bedrooms has taken place. People are able to choose where to spend their time, be it in their own personalised rooms, in communal areas or the garden areas. When weather permits, the outside area is equipped to allow outdoor visiting in a pleasant environment. More work is planned to improve the outside environment.

Health and safety of the home is well managed. Equipment is checked and maintained to ensure it is safe, as per legislation. There are good infection control measures in place, and policies and audits have been updated to ensure they are in line with current national guidance and legislation. There is a team that carry out daily cleaning, following comprehensive schedules and up to date guidance.

Leadership and Management

People are supported by staff who are suitable and competent. Good recruitment processes check staff are of good character to work in the service. Staff receive a wide range of mandatory training and all training is up to date. Staff told us they feel they receive enough training to do their role. They have regular supervision which supports them and enhances good practice. Staff like working at Valley Lodge and feel well supported by the manager. There are regular staff meetings, which deal with a variety of issues, and promote a consistent team approach.

The service has good quality assurance processes. The manager has audits in place so key aspects of care can be monitored, for example, medication, health and safety and food hygiene. Audits seen are thorough and showed the home is operating well. Families told us the manager is approachable, sets a good standard and they feel listened to by her. The Responsible Individual (RI) carries out three monthly visits to the service. The RI visit reports demonstrate oversight of some aspects of the service, but lacks detail on how they consult with people and their families. Quality of care reports are carried out every six months as required. However they should reflect all aspects of the service and how people's well-being is being supported, the current situation and more detail about improvement plans.

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 |

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