



Inspection Report on

Manor Lodge

**147 Stow Hill
Newport
NP20 4FZ**

Date Inspection Completed

26 January 2022

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About Manor Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Accomplish Group Specialist Care Limited
Registered places	7
Language of the service	English
Previous Care Inspectorate Wales inspection	26 March 2019
Does this service provide the Welsh Language active offer?	No. 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

Manor Lodge is a care home, which is able to accommodate up to seven residents. Emma Rees is the Responsible Individual (RI) who oversees the management of the service. A suitably qualified and experienced manager is employed to take care of the day-to-day running of the home, along with another local small service. The manager is registered with Social Care Wales, the workforce regulator.

The home is well run and has a team of dedicated, compassionate care staff who provide dignified support to people. People and their representatives are happy with the support that is provided, with an emphasis on supporting residents to be as independent as they can be and to achieve their personal goals.

Care staff feel valued and very well supported by the manager. The home is clean, tidy and well organised. The rear garden had some disposed items from a recent refurbishment; the RI assured us that these would be removed, as they were a health and safety concern. The COVID-19 protocols for visitors were not followed when we visited. The RI assured us that this would be addressed.

The RI has good oversight of the running of the home; they visit regularly and produce detailed, robust reports on what is being done well and what improvements are being worked towards.

Well-being

The service promotes people's rights and encourages them to have choice and control over their everyday lives. Residents and their representatives told us that they are happy with the care and support they receive. People have autonomy over their own lives as much as possible and care staff know their likes and dislikes. People are supported to engage in a range of activities in the home and local community, which are meaningful to them. Care workers understand the importance of getting to know people as individuals. People have positive interactions with care workers.

Residents receive the support they need to maintain their health and wellbeing. The service assesses people's care and support needs and any associated risks. These are clearly documented in personal plans, which are regularly reviewed. Individuals are supported to access medical and specialist services, as required. Care workers recognise when people need emotional support and provide this with kindness, compassion and good humour. Residents are encouraged to achieve individual goals that help to develop their skills and independence.

People are encouraged and supported to maintain meaningful relationships with those closest to them. Independence is encouraged for people to make their own snacks and drinks. Care staff provide a range of main meals for people, which they help with as much as they can.

Residents have their own rooms, which are personalised to their individual tastes. People have family photos, cards and collectables in their rooms, which gives a homely feel to their surroundings.

The service helps to protect people from abuse and neglect. Care staff complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the Wales Safeguarding Procedures and is kept under regular review. People are encouraged to share their views about the service they receive.

Care and Support

People receive the support they require, as and when they need it. Resident's files contain all the required information including risk assessments and personal plans of care. These are reflective of each individual and include their preference of how to be supported in all relevant areas. The plans are person-centred and give clear detail to staff on how best to support each individual. Personal plans are kept under regular review and updated as required. People's social histories are summarised to allow care staff to understand each person's background and what is important to them. Care staff interact well with residents, which evidences positive relationships. Care workers are patient, respectful and encouraging when supporting people.

Referrals are made to external health and social professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of previous appointments with health and social care professionals for reference as required. Detailed daily notes for each person evidence that care staff are providing care and support in line with people's personal plans. Record keeping is accurate and consistent in all areas required to support people to maintain their health.

Systems are in place for the safe management of medication within the service. People have their ability to manage their own medication assessed and receive appropriate support as required, which helps to maintain their health. Improvements have been made with the storage of medicines, the room is spacious and well organised and all opened bottles were marked with the date of opening. We saw that care staff complete medication records accurately.

Infection prevention and control procedures are overall good. Care staff wear appropriate personal protective equipment (PPE) and wash their hands regularly. Temperatures of care staff and residents are taken daily and regular COVID-19 testing is carried out on staff. We were not asked for evidence of a negative lateral flow test result before we entered the property, however. This is an important measure in the homes COVID-19 visitor protocol. A further health and safety concern is that damaged equipment was left in the back garden, which is accessible to the residents. The RI assured us that the visitor's protocol will be followed and damaged items removed from the garden as a matter of urgency. While no other immediate action is required, this is an area for improvement, which we will follow up at our next inspection.

Environment

The home is clean, free from clutter and spacious. The layout provides sufficient space to meet people's needs to spend time privately or communally. The communal bathroom and the kitchen are well sized for the number of people living at the home. The environment is homely and well maintained; some planned redecoration is due to take place, which will freshen up the décor. People's bedrooms are decorated to their own tastes and contain personal items including pictures, and collectables. All rooms have en-suite bathroom facilities. People told us they enjoy living at the home, they find the environment homely and it meets their needs.

The home includes a self-contained apartment for when someone is preparing to move into a less supported environment. An outdoor lift has recently been installed to allow wheelchair access to the rear garden; there are plans for a sensory garden area to support people in a calm outdoor environment when weather allows.

People benefit from a secure environment, the front door is kept locked. We viewed the maintenance file and saw that all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. Increased cleaning is taking place due to the COVID-19 pandemic.

Leadership and Management

People benefit from effective leadership and management. The model of care described in the service's statement of purpose accurately reflects the support provided. The RI assured us that the statement of purpose will be updated to clearly reflect the manager also manages another local home.

The manager is supported by a deputy manager with the day-to-day running of the home. Care staff feel valued and supported in their roles. We were told that the management team are very approachable and always there to help or advise care staff when required. Communication between the team is good and care staff enjoy their jobs.

Throughout our visit, we saw there was a sufficient number of care staff on duty to support people. The home is recruiting for vacant care workers positions and are using agency staff to cover shifts. Recruitment is a sector wide difficulty at this time. We are satisfied that the provider is doing all they can to address staff shortages. Wherever possible, the agency staff used are familiar to the home and residents.

The RI has undertaken regular quality assurance checks by visiting the home to talk to residents and care staff and review documents. The RI completes detailed and thorough audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well and areas for improvement. The provider has relevant policies in place, which are kept under review.

The provider makes necessary referrals to external agencies as required and keeps the regulator notified in a timely manner.

We saw that staff personnel files are well organised and contain the required information. Care staff are experienced, confident and skilled in their roles. Care staff complete a range of training courses, including regular refresher courses in important areas such as safeguarding people at risk of harm. Overall training compliance is good.

Care staff receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance.

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
57	COVID pandemic protocols for visitors not followed, inspector not asked for evidence of a lateral flow test	New

	or to sign in to the visitors book. Damaged items such as an old fridge, metal strips and loose light bulbs had been disposed of in the rear garden. These are a health and safety risk and require removal from the premises	
58	Medicines - Part 14 Regulation 58(2)(b) The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017	Achieved
84	Notifications - Part 19 Regulation 84(1) The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017	Achieved

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