

Inspection Report on

Marbryn Residential Home

Marbryn Residential Home North Road Caernarfon LL55 1BA

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed
30 November 2021



About Marbryn Residential Home

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Belinda Downey
Registered places	18
Language of the service	Both
Previous Care Inspectorate Wales	Manual Insert
inspection	11 June 2019
Does this service provide the Welsh Language active offer?	Yes. The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

This home provides care and support to people from a stable staff team who know people well. The home offers an active offer of the Welsh language and culture and people are a part of the local community. The provider has been especially grateful for this through the Covid pandemic as the local community has been supportive of the home. People told us they are happy living in the home and feel well cared for. Staff told us they are well supported and the provider is in the home daily, and is approachable should they have any issues. People's personal plans are written according to their individual care needs. Personal plans could be more detailed regarding people's care goals, outcomes, and a more robust process for reviewing and updating plans is required to meet the regulation standards. The provider has assured Care Inspectorate Wales (CIW), that this will be addressed as soon as possible. We found some hazards to people's health and safety, some of these were addressed immediately during the inspection process. The provider assured CIW the other hazards identified would be mitigated as a matter of urgency. CIW expects the provider to take action regarding these issues and outcomes will be tested in the next inspection.

Well-being

People are central to their plan of care. Personal plans are written according to people's individual needs. People can influence their care as they told us they have opportunity to discuss their needs with staff. People's likes, dislikes and preferred routines are documented in their plans. We observed staff know people well and are able to give them appropriate daily choices. People's first language and cultural choices are also noted and people spoken with told us they are supported to participate in community events. People told us they are able to participate in activities should they choose to, and are able to pursue hobbies and interests. People spoken with said staff treat them with dignity and respect and are supportive of their needs.

People have their health monitored and they are referred to health care professionals in a timely way. Instructions and outcomes of health professional appointments for people are documented in their personal plans. However, personal plans sometimes lack detail and would not provide full instruction to new staff regarding people's care. A more robust system of documenting when reviews and assessments are updated is needed to meet the needs of the regulations. The provider has assured CIW this will be addressed. The provider notifies CIW and relevant authorities of any incidents that could impact on people's care, and understands the importance of safeguarding vulnerable residents.

Staff receive training in safeguarding vulnerable adults. The service encountered some challenges with staff training during the first year of the pandemic but are now catching up with mandatory training. Care support staff told us they were aware of the safeguarding process and knew whom to contact should there be any issues. People can access an advocacy service via social services should they need it.

People can remain in contact with people who are important to them. Family and friends can visit people inside the home on an appointment basis if it is safe to do so regarding Covid results. The home has Covid policies and procedures in place. Visitor's Covid test results are asked for before they enter the home. People and care staff are supported with their tests and can access vaccinations should they choose to have them.

Care and Support

People receive the care they need. The provider completes an assessment before people are admitted into the home to ensure the service can meet their needs. People's activities of daily living are addressed in their personal plans to ensure they received a complete care service. The statement of purpose document for the home explains the service offered to people, this is available for people to read.

People can access diet and fluids to maintain their health. People spoken with told us the food was "lovely" and was plentiful. We saw fluids and snacks were freely available for people throughout the day. People told us they could have drinks and snacks during the night if they wanted them. We saw meals are cooked from fresh ingredients on the premises. People can have a choice of meals and special diets can be catered for. People's weights are monitored and specialist advice sought if there are any issues. People can access specialist advice regarding their health in a timely way and any instructions/ outcomes are documented in their personal plans. The provider told us the local GP and pharmacy are supportive of the home and they can readily access medications for people as prescribed.

The home adheres to Public Health Wales guidelines regarding the Covid pandemic. We saw Personal Protective Equipment (PPE), in the home was plentiful. We observed staff wearing PPE appropriately and changing it regularly as per the guidance. There are hand-sanitising stations throughout the home; we saw staff making use of them. We saw from the staff-training document, that staff have received training in the safe use of PPE.

Environment

The home is clean and homely. We saw people can personalise their rooms to make them feel at home. Rooms are warm and tidy and decorated to a good standard. People can access appropriate equipment for their care. Equipment is maintained and serviced as per manufacturer requirements.

We found health and safety assessments are not always in place. We identified certain hazards in the environment, which required addressing to ensure people's safety. We saw certain practices, which posed infection control hazards for people. The provider addressed some of the identified issues immediately during the inspection process. The provider assured CIW the remainder of the issues would be addressed as a matter of urgency. CIW expects the provider to take action regarding these issues and outcomes will be tested in the next inspection.

Leadership and Management

Governance arrangements are in place to support the smooth running of the home. The provider has conducted their visits as per the regulations and has produced quality assessment reports regarding the home. We saw the reports would benefit from a little more structure to meet the requirements of the regulations, the provider said they would consider this. The provider is working in the home on a frequent basis throughout the week and is available for residents and care support staff.

Recruitment practices are good in the home. We saw personnel files are in good order, and have checks in place to ensure staff are appropriate to work with vulnerable adults. Care staff receive training to ensure they have a solid knowledge base in order to give the care needed by people. The Covid pandemic has provided challenges for the service regarding staff training but are now catching up with this. Care staff told us they receive training, support and supervision in order to perform their daily roles. We saw the pandemic had also affected supervision for staff at times but this was now up to date.

The service has not declared they have financial concerns. There is an ongoing maintenance programme in the home. There are plentiful stocks of fresh food, and the home was warm.

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	The provider has not ensured risks to health and safety have been adequately assessed and mitigated	New

as far as is practically possible.	

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