



Inspection Report on

Williamston Nursing Home

**Williamston Nursing Home
Houghton
Milford Haven
SA73 1NL**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

07/02/2023

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About Williamston Nursing Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Williamston Nursing Home LTD
Registered places	34
Language of the service	English
Previous Care Inspectorate Wales inspection	13/09/2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support offered at Williamston. They enjoy a good rapport with a team of staff who value their work and respect those they care for.

The service is effectively led by an experienced manager who has a good knowledge of her team and the people who have made Williamston their home. The Responsible Individual (RI) has good oversight of the service and makes sure the views of people are sought.

People are cared for in a person centred way and have choices about aspects of their care and support with staff understanding they are working in people's home.

Well-being

People are safe. Staff understand their responsibilities in respect of safeguarding. They know how to report any concerns and are confident the manager would take the appropriate action. Access to and from the service is monitored by staff, meaning they know who is in the property at all times.

Several people spoke about the homely; friendly and family like atmosphere in the service and this was observed throughout the inspection. People and those caring for them enjoy some banter, and one person told us the staff are *“good fun”*. People, and their relatives, consider moving to the service was a good decision, with one telling us *“X wouldn't have settled anywhere else”* and another said *“They are respectful; they know his character”* adding that his smiles and the way he winks at the staff shows how comfortable he is with them. Staff are flexible, sometimes covering other duties to make sure people receive good care and support.

People receive person centred care. Care workers know people and know what matters to them, although not everyone has a personal profile. We discussed the benefits of these with staff. The important role of relatives is recognised, with some having a high level of input and most said they are contacted if there are any concerns. The team should continue to monitor practice to make sure people's needs are responded to in a timely way.

Well-being is enhanced because people are able to do things they enjoy. As well as the planned activities, care workers, and other staff, take time to interact with people and we were told care is never rushed.

The physical environment contributes to some degree to people's well-being. It is generally clean and there are no malodours. There are some attractive original features, and the service is light and airy. The ongoing improvements to the environment will enhance people's well-being further.

The large gardens are well maintained and offer people a safe and pleasant place to spend time when the weather allows.

Care and Support

People's physical health needs are met. A registered nurse is on duty at all times. Most care workers consider the nurses to be responsive and helpful, but there are some exceptions. We discussed this with the manager who will remind staff to report any concerns they have.

All care staff know how to recognise signs of pressure damage and they have the pressure relieving equipment needed. Repositioning is carried out as required according to people's individual care plans.

Most people, and their relatives, say staff respond promptly to requests for assistance. However, one relative feels staffing levels sometimes means people's needs are not always met in a timely way. During the inspection, we saw call bells being answered promptly. People receive support from other professionals including the district nurses, and where necessary, physiotherapy and dietetics.

An optician and podiatrist visit the service.

There is an understanding of the importance of good nutrition. The staff team show a flexible approach to people's care and support, with a range of workers helping out in the kitchen. Meals are made using fresh ingredients and staff are satisfied with the quality of the products used.

Special diets are catered for, and meals are fortified as necessary.

There is a choice of main meal, and alternatives are available if requested. Food is available outside of mealtimes. Some people require assistance and in most instances this is done appropriately, but one care worker was seen to be standing while assisting a person. We have discussed the use of language used to make sure it is reflective of person-centred care.

Mealtimes are sociable, with most people using the dining room.

People, and staff, are mostly positive about the food offered. One describes it as "*lovely*" and another said it is "*nice enough*". The quality of meals has improved recently.

People are able to do things that matter to them. One person enjoyed a recent hand and arm massage from staff. People are wholly complimentary about the activities worker. One person said "*the activities are brilliant. How she is so clever I don't know*". This was corroborated by colleagues and relatives who speak very highly of the worker. Time is spent with people in groups and individually and efforts are made to engage people in activities which are meaningful for them. Records show there is a range of activities including music & movement; flower arranging; news updates and leaf painting. The worker feels supported in their role and is encouraged to be creative.

Care records include care plans for a range of needs, including oral health; mobility and nutrition. There are risk assessments for areas including falls; moving & handling and weight. Referrals are made as necessary to the memory clinic; physiotherapy and the dietician. One relative feels it is not easy for people to be seen by a GP.

Daily records are maintained and these are comprehensive. We have asked the provider to review the language used to make sure it is always reflective of the person centred care offered.

Some records contain old and out of date information, but they are easy to navigate.

Environment

People live in a service which is suitable for their needs. Accommodation is provided over three floors and there is a lift, and stair lift for people whose mobility is limited.

At the last inspection, the environment was identified as an area for improvement. During this inspection, we saw some remedial work to the windows has been completed. Some of the interior work is yet to be done, but there is a plan in place and a new maintenance worker has been appointed to complete the work already started. Visitors to the service also feel improvements to the environment are needed.

People are satisfied with the standards of cleanliness throughout the service and there are no malodours. Some minor shortfalls picked up on the first day of the inspection had been rectified by the second visit. Housekeeping staff are satisfied with the quality of products they use.

There are two lounges and a dining room for people to spend time with others. These are reasonably comfortable and well maintained, with some parts of the service retaining some original and attractive features. Some furniture and china was gifted to the service and this is displayed in the communal area. Bedrooms have space for an armchair meaning people can spend time in their rooms if they prefer.

The kitchen has been awarded the maximum score of five by the Food Standards Agency, and catering staff say they have the equipment they need. There is some damage to the flooring caused by a recent leak and this is due to be repaired imminently.

There is some outside space which is well used when the weather permits, and the activities worker will be supporting people to plant up the window boxes.

People are safe because access to and from the service is monitored by staff, meaning staff know who is in the service at all times.

Leadership and Management

There is good oversight of the service. The RI visits regularly and is available for support and advice at other times. The reports written by the RI are detailed and reflective. They

identify where the service is doing well, and also the areas where improvements are needed.

Staff consider they are suitably trained. The matrix shows most training is up to date and are staff able to ask for additional training if needed. Most training is carried out online and workers are generally satisfied with its quality. Relatives find workers to be skilled, with one telling us *“they handle X beautifully”*.

The matrix shows supervision is carried out. Some workers say they get balanced feedback on their work but one said they couldn't remember when their last supervision was, and another said no action is taken following issues raised at supervision. Staff feel valued and most consider they work well as a team and feel able to rely on each other. Staff are appointed following a robust recruitment process. References are obtained and checks carried out. Performance and sickness are monitored to address any concerns or shortfalls in attendance.

Quality audits are carried out. The recent medication audit indicates a high score, but the totals have not been added to the report. The manager has sought the views of relatives who report high levels of satisfaction, with some areas noted where communication and involvement could be better. Most of the relatives were spoke with were very positive about the way the service communicates with them and informs them of any changes.

The service is effectively led by an experienced manager. Interactions with people show a good rapport has been built between the manager and those living in the service and relatives are wholly complimentary, with one describing the manager as both *“honest and extremely sincere”*.

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
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N/A	No non-compliance of this type was identified at this inspection	N/A
44	Environment	Achieved

Date Published 13/03/2023