



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

09/02/2024

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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	07 February 2023
Does this service promote Welsh language and culture?	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

Williamston provides a good standard of care for people. The team is led by an experienced and committed manager who has set the values for the service in respect of person centred and individualised care. The manager is supported by a team of staff including nurses and care workers, many of whom have been employed for a long time at the service. Staff feel proud to work at Williamston and people, and their relatives, consider they made the right decision to choose the service.

There are some challenges in respect of recruitment, and shortfalls are managed, as far as possible, by existing staff being flexible and also by recruiting staff using an agency. The main adverse impact of staff shortages is on the housekeeping service.

Some areas of the service are in need of improvement, and these include the training and supervision of staff; the environment and the checking of equipment and services.

People are wholly satisfied with the care and support they have at Williamston but the planned improvements to the environment need to start to ensure it is brought back to its former condition. One relative commented in the quality survey that it was the “*grandeur*” of the property which first attracted them. The service does retain some attractive and original features and is set in its own extensive grounds which are well used when the weather permits.

Well-being

People are safe and protected from abuse, harm and neglect. Staff know their responsibilities in relation to safeguarding and are confident the manager would deal with any concerns raised and take the action needed. Staff have completed safeguarding training.

Opportunities for people to speak with staff in Welsh are limited as few members of the team are Welsh speaking. This was not identified as a significant problem as people are also able to communicate in English.

The relationships people have with staff is good. Interactions are friendly and relaxed. One person describes the staff as “*lovely*” and relatives are also positive about the staff. One relative said, “*I can’t fault the care*”, and another said “*They (the staff) know X. They have been wonderful*”. Some people enjoy a joke and “*a bit of banter*” and some spoke about how the service “*feels like a family*”. Most people, and their relatives we spoke with talked about how the environment needs work but consider the care people get makes up for the shortfalls in the décor and overall environment.

People are treated with dignity and respect. Care workers maintain people’s privacy and dignity when assisting them with their personal care. Care and support is not rushed and staff say they work together as a team. People are able to make choices about aspects of their care, including when to go to bed as well as choice around personal care. The provider will remind people about the right to exercise choice to make sure they know and understand this as far as possible.

Well being will be enhanced once the improvements to the physical environment are made. This includes bedding and soft furnishings as well as the décor and general maintenance.

Care and Support

Care records are detailed with some people having a helpful "This is Me" document which sets out what and who is important to the person. Some families have provided written information about individuals. Care workers demonstrate a very good knowledge of people, including what and who is important to them, but it would be helpful to have a comprehensive record of information included in the This is Me document to assist with individual and person-centred planning.

There are care plans and risk assessments for a range of areas including oral health, risk of falls, personal care and relationships.

There is some understanding of the importance of good nutrition. A head chef has recently been appointed who is keen to increase the provision of home cooked meals and reduce any reliance on processed food. Some long serving employees of the service who have an interest in nutrition and cooking have been trained up to work in the kitchen and they do this willingly and enthusiastically. Special diets are catered for as are special events. Staff are satisfied with the quality of ingredients and take pride in the way meals are presented. The meals appear appetising and the portions sizes appropriate. Food is available outside of mealtimes.

People's physical health needs are met. A registered nurse is on duty at all times and offers advice and support to care workers. The nurse is responsible for the safe administration of medication. Care workers find the nurses to be helpful and responsive. A visiting health professional spoke highly of the team and said they are confident that if they offer advice then this is carried out. Some people are receiving care in bed and their repositioning needs are met by care workers who are able to recognise any signs of pressure damage to people's skin. Moving & handling and pressure relieving equipment is available. People are able to be seen by an optician and podiatrist, either at the service or in the local area. People receiving care in bed appear comfortable, but new bedding is needed to maximise people's comfort.

There are some opportunities for people to do things that matter to them, or they enjoy. An activities worker is employed part time and we have asked the provider to consider increasing the hours. The worker spends time with people doing group activities, including music & movement and arts & crafts, and also individually with people in their rooms. People enjoy the visitors to the service including musicians and singers.

Environment

People live in a service which is not being adequately maintained. The property is large and retains some original and attractive features, however there is evidence of a lack of general maintenance and repair. Both the inside and outside are in need of redecoration, with damp areas on walls, and paint work damaged.

One of the outside drains appears to be blocked and the floor has dropped in one of the shower rooms meaning care workers have to clear a large puddle of water each time a person uses the shower.

There are no malodours, but some high dusting is needed to remove cobwebs. The service is trying to recruit to the vacancies for housekeeping staff, and care workers are picking up some of the housekeeping duties. On the first day of the inspection there were no housekeeping staff working.

Relatives and care workers consider improvements to the physical environment are needed and describe the service as “*drab*” and “*in need of a face lift*”. Visitors commented on the potholes in the drive leading to the service. Care workers say improvements are needed to enhance their working environment.

People have personalised their rooms with items of furniture, photographs and soft furnishings but there is a general lack of attention to detail throughout, with some curtains being too flimsy to keep out the sunlight and others not hung correctly or poorly fitting.

There is a lift and a stair lift for people to move throughout the service and there are two main lounges and a dining room. There is a large area at the bottom of the main staircase which could be a nice place for people to spend their time.

The lounges have large windows meaning the rooms are light and airy, but some refurbishment is needed, with new furniture to optimise the areas.

The kitchen has a score of four by the Food Standards Agency which equates to a rating of ‘good’. Some general maintenance is needed in the kitchen area. The catering team have the equipment they need but say a deep clean of the area is needed and freezers need defrosting.

The new provider recognises the shortfalls in the environment and has a plan to employ additional workers to make the improvements needed. He said these improvements will be seen within the next two months. This is an area for improvement and will be followed up at the next inspection.

Leadership and Management

There are some governance arrangements in place to monitor quality. The service has recently been bought by a new provider and the proposed responsible individual (RI) is currently applying for this role. They are visible within the service and staff are meeting with them on a regular basis. The previous RI visited the service in accordance with Regulations and comprehensive reports are available following these visits. A Quality Assurance report is available but additional information would make this a more robust document.

A range of audits are completed, including care plans, finance and the housekeeping service. These showed a high level of compliance at the time they were completed. Records are available to show when checks are carried out on services and equipment. Some of these checks, including water temperatures; emergency lighting and the stair lift were completed within the time frames needed, but some are overdue, and these include a range of fire safety checks. The new provider has a plan to make sure time is allocated to the maintenance worker to be able to carry out the safety checks. This is an area for improvement and will be followed up at the next inspection.

Workers are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the information needed, including references, employment history and safety checks. There is some evidence to demonstrate care workers have supervision, but this is not always carried out in accordance with the regulations. The manager is aware of this and has previously delegated some of the supervision to other senior staff. Staff are able to discuss ideas or concerns and feel they get feedback on their work to help them in their professional development. Care workers are motivated to make a positive difference to people, with one saying, *"I have the best job in the world"*.

There is some emphasis on training, and care workers are offered training in a range of areas including dementia; health & safety; safeguarding and infection control. There are some gaps in the training matrix which shows not all training is up to date. This is an area for improvement and will be followed up at the next inspection.

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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44	<p>Externally, parts of the property are in need of maintenance and repair. The paintwork is discoloured. A drain is blocked meaning the water is flowing onto the concrete. There are large potholes in the driveway. Some windows are in need of repair and cleaning. Internally, one of the drains from a shower does not work properly meaning water settles on the shower base and staff have to manually sweep this into the drain outlet. Walls and woodwork are badly marked. Some fixtures and fittings are either missing or in need of replacement. Bedding and furniture is worn. A planned programme of maintenance is currently being compiled and the provider recognises his responsibility to repair the building and restore it to its optimum condition.</p>	New
6	<p>Supervision is not being carried out in accordance with regulation. There are gaps in the training matrix which shows some staff have either not completed training, or have training which is not up to date. There are gaps in the records for safety checks and the maintenance worker said they are not up to date with all the checks due to being deployed to work in the kitchen.</p>	New

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