



Inspection Report on

Hafan y Coed Care Home

**Nightingale Court
Llanelli
SA15 1HU**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

16/06/2021

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About Hafan y Coed Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Barchester Healthcare Homes Limited
Registered places	107
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer'

Summary

People receive a service that focuses on them as an individual and support from a well-trained and experienced staff team. Care planning is detailed and informative but person centred information is not always completed. People are very happy with resumption of activities following the easing of COVID-19 restrictions. The environment enables people to interact in communal areas; is bright and well maintained. Everyone associated with the service are looking forward to getting to know the new manager.

Well-being

People have control over their day to day lives and supported to achieve individual outcomes. Staff are well trained, experienced and all spoke positively about people they support. They have a good understanding of the individual, they are thoughtful and kind; we saw many examples of this during the inspection. People are protected from abuse and staff are aware of their responsibilities to report concerns and policies in place to support and inform them. The service has a good understanding of infection, prevention and control, with robust COVID-19 measures in place.

The recent restrictions halted the upgrade and re-decoration plan but this has resumed and the impact on people's well-being will be measured. The home is compliant with fire regulations and the kitchen has a five star award from Environmental Health. All of the people we spoke to enjoyed the meals, we observed people being given choices around food and appropriate support when needed.

Care plans have good nursing assessments and evidence of multidisciplinary working was confirmed by visiting health professionals. The 'Getting to Know Me' section needs to be completed in all plans, with evidence of people and their representative's involvement.

The responsible individual has good oversight of the service. Information from internal audits and feedback from people who live and work in the home are part of their quarterly report. People have access to information about the service and are aware of how to raise concerns if needed.

Care and Support

Care and support is provided by experienced care workers, who understand the individuals. People are encouraged to maintain their independence and when support is needed it is discrete and sensitive. One care worker told us *"I love my work, and the residents" "It's been very hard, but it feels like a bit of a dream right now, but the residents are the most important to me and their care and safety is paramount"*. Representatives describe caring and dedicated staff who have positive relationships with the people they work with. A relative told us *"My mother has had a new lease of life since she moved to the home"*

People's needs are met by staff in adequate numbers. Care worker numbers are calculated every month and the staff rota we have looked at confirms this. One person told us *"some of them (care staff) are extra lovely and do whatever they can to help, they are as good as gold"*. Interactions between staff and people are positive and relaxed. A family member told that the staff are *"Absolutely marvellous, we couldn't ask for more"*.

Activities are arranged collaboratively and details displayed in communal areas. People enjoy gardening, themed events, chair activities and quizzes. A person told us about the first trip they had gone on after restrictions lifted *"it was a huge relief to get out and see the beach and it was a real treat and I go whenever I can now"*. Welsh language is used between people who live and work at the home and one relative told us *"Lots of the staff are welsh speakers and that helps mum stay engaged because it's her first language; it's a lovely unit"* There is a clear admissions policy and staff work from informative care plans. Nursing records focus on health matters and detail actions taken. Visiting health professionals told us there was *"good multi-disciplinary working"*. A document called 'Getting to Know Me' gathers information about the person. These are not always completed and we did not see evidence of an individual or representatives being involved in reviews. This was discussed as part of the feedback to the RI and manager and will be reviewed in the next inspection.

The kitchen has a five star food hygiene rating with varied menus that offer a range of choices. Contrast plates, mugs and cutlery are used to support people who need them. Meal times appear a positive experience, people are supported sensitively and discretely with their meal. A person who lives at the home said the food is *"appetising and nutritious"*.

The service promotes hygienic practices to reduce the risk of infection. Visitors to the home receive a Lateral Flow Test and temperatures are recorded. Staff wear the correct PPE and following Public Health Wales guidance

Environment

The provider ensures the environment supports people to achieve their personal outcomes. People move around the home freely and the layout enables interactions, daily newspapers in the coffee bar are a good conversation starter. Communal areas are bright, spacious and stimulating. Individuals can personalise their own rooms.

The home is compliant with Fire Regulations and testing of fire safety equipment is up-to-date. Personal Evacuation Plans are individualised and available in emergencies.

Regular Health and Safety audits of the property and equipment used identify defects and the actions required. The upgrade and decoration plan was on hold during the pandemic but has resumed. Carpet has been replaced in an area of the home identified as a high risk of falls for people. The deputy manager told us the new carpet is effective in preventing falls and incidents have reduced significantly. The service intends to monitor the impact of the planned upgrades on health and safety and people's well-being. For example new windows, lighter coloured paint and more stimulating décor.

Additional measures have been introduced because of COVID-19. Sanitation stations are located throughout the service and there is a strict testing procedure for all visitors.

Leadership and Management

The service is recovering from a significant outbreak of COVID-19 and there have been changes in the management over recent months. This has not impacted on the dedication of the staff and new manager to support people in their care.

The RI monitors the service through three monthly Regulation 73 visits, currently these are completed virtually. They include a wide range of information from people who live and work at the service. Outcomes of clinical governance reviews, heads of department meetings and provider audits support the RI to have good oversight. Actions to address and improve the quality of the service provided are stated in each report.

The manager is new to the service and describes receiving good support from the provider. Great value is placed on the existing staff team and the relationships they have with people. As part of 'getting to know' the service the manager is spending time in each area and is now familiar with three quarters of the home. This is reflected in what staff told us, as some felt they had not yet had a chance to develop a relationship with the manager. However, they feel supported by the assistant manager and can raise matters directly with either and value their openness and availability.

People who live in the home, their representatives and staff acknowledge the last year has been very challenging. They have highlighted the value they place on the staff and the support they receive. One person told us *"I hope the staff get the credit they deserve because they are doing a difficult job superbly"*

Well trained staff understand the needs of the people they care for and demonstrate a sound understanding of safeguarding. They have confidence in their ability to recognise and report issues. Up to date policies and procedures such as safeguarding, customer feedback and admissions guide workers.

People have access to information about the service and what to expect. Staff follow the correct infection control procedures and understand their personal responsibilities around COVID-19. A care worker told us *"we worked so hard at keeping the disease out of the home for so long and it was devastating that we lost so many people right at the end of it all. The team have been brilliant and they clearly love the residents"*

Staff describe a detailed training and development programme to enable them to meet people's needs. The training matrix confirmed this. Supervision records show staff receive regular one to one meetings to discuss performance, nearly all of the staff confirmed this. Recruitment processes are compliant and appropriate checks are in place before people start working at the home.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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