



# Inspection Report on

**Rostley Care Home**

**29 Castle Pill Crescent  
Steynton  
Milford Haven  
SA73 1HD**

## **Date Inspection Completed**

09/08/2023

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## About Rostley Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Celtic Residential Care Ltd.
Registered places	14
Language of the service	English
Previous Care Inspectorate Wales inspection	27 May 2022
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

People are very happy with the individualised service they receive. They are supported by a friendly and caring staff team, who they have built up positive relationships with. When discussing the people who live at the service a care worker told us *“I enjoy caring for people and making their lives better, I’m proud of what I do and I love the reaction of people when I see them in the morning”*. The service is well led by the manager; people, their representatives and staff told us they value their support and guidance.

The environment is homely and comfortable, with well-maintained communal rooms for people to relax and interact with each other. A representative told us *“It’s a very relaxed and welcoming atmosphere when I visit; it’s like home from home”*.

The Responsible Individual (RI) regularly visits the service. They are supported by a director who is well known and respected by people who live and work at the service. Information from Regulation 73 visits and internal audits informs the six-monthly quality of care review.

## Well-being

People receive effective care and support that meets their needs and choices. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected and are supported to do things that matter to them, such as meeting family, socialising with each other, and spending quite time alone. Interactions between everybody at the service are friendly and relaxed, people said, *“The staff are fantastic”* and *“I’m very happy here and that’s the truth”*. Representatives are positive about the care and support and told us about the benefits of people being supported by staff who are part of the local community; they said, *“The staff are local and it’s nice because they can talk about local things together”*. People do not live in a service that offers an 'Active Offer' of the Welsh language.

People are protected because recruitment processes and training ensure they get the right care and support. Care workers receive induction and ongoing development and register with Social Care Wales. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People and their representatives know how to make a complaint if needed and have confidence in the manager.

The building is homely, and people personalise their own rooms as they choose. Communal areas are comfortable, bright and welcoming. People use the different spaces available to do things they enjoy, for example chatting with each other, watching TV, reading or spending quiet time alone. Gardens are accessible and well used, so that people can do things that matter to them.

People have a voice and input into the running of the service because they are involved in quality assurance. Governance processes focus on developing the service by using information from surveys and audits. The Quality of Care Review identifies areas to improve following consultation with people who live and work at the home.

## Care and Support

People are very positive about the care and support they receive. We saw many relaxed and friendly interactions between people who live and work at the home. Care workers treat people as individuals and support them in line with their needs and preferences. An individual told us *“The staff are great, all ages and all have different interests, which is great, I wish the rest of the world valued them as much as I do”*. Care workers are passionate about the people they support and take time to get to know them, one said *“The residents are really nice people, they love telling stories and I enjoy listening to them”*. Representatives are also very positive about the care and support and one told us *“They are great with him and the other residents, they make time to sit and chat with everyone”*.

People, their representatives, care workers and professionals are involved in developing and maintaining personal plans. The manager consistently reviews plans every month with people and care workers to ensure information is accurate and up-to-date. Risk assessments are individualised and help to keep people safe, while maintaining what they can already do. Daily notes record the care and support completed and a brief account of the day from the perspective of the person.

The service has an activities programme but people prefer less formal pastimes such as reading newspapers, watching television, spending time in their rooms and interacting with each other and the staff team. People’s wishes are respected, those who choose to remain in their rooms do so and other people chat together in the lounge. A representative told us *“[Director] worries that mum sits on her own a lot, but I explained she is like that and enjoys her own company and they made sure they added it to her care plan”*.

There are adequate numbers of skilled staff in place to meet people’s needs and we observed many unrushed and positive interactions throughout the inspection. An individual told us *“I never liked the idea of coming to a care home, but this place has wholly exceeded all my expectations. The staff are wonderful, so kind and caring. It’s wonderful”*.

## Environment

The environment is bright, fresh and well maintained. People enjoy spending time in the communal areas chatting with each other and the staff team. Individuals are supported to personalise their rooms with their own décor, pictures and furniture. An individual told us *“My room is beautiful, they got me shelves to put my things on and helped me hang my family photos”*. People like spending time in their rooms and enjoy the views of their local community. People put their photos on their room doors to help them orientate around the home. The grounds are accessible, and people enjoy using them all year round.

The provider has a planned upgrade programme to ensure the grounds and décor of the home are well maintained, accessible and inviting for people. We were told that any issues are acted upon quickly and repairs are completed promptly.

Regular Health and Safety audits of the property are completed. Testing of fire safety equipment is up-to-date and the provider has completed the necessary actions following a fire safety audit to achieve compliance with the fire regulations. Personal Evacuation Plans are individualised and available in emergencies.

The kitchen has a food hygiene rating of five and people enjoy freshly prepared home cooked meals. People choose to eat together or quietly on their own, an individual told us *“The food is fantastic, I’m a fussy eater but they make sure I have what I like”*.

## Leadership and Management

The provider has effective arrangements in place for monitoring, reviewing and improving the quality of the service. The RI visits the service regularly and Regulation 73 visits are completed every three months. They work closely with a director of the service, people, their representatives and staff describe them as approachable and supportive. A care worker said *"[RI] and [director] are very interested in the residents and to find out what's going on"*. We saw positive feedback from people, staff and external professionals in surveys, this information is used in the six-monthly Quality of Care Review.

The manager is well known by people, their representative and staff, they work directly with people and know them well, we observed many positive interactions between them and individuals. Care workers told us the manager focuses on the residents, is accessible and supportive of the staff; one said *"[Manager] is good, very kind and takes good care of the residents and staff and is always there when we need her"*. Representatives told us the manager is well liked by people, communicates effectively with them and is very helpful, one said *"[Manager] is fantastic, she keeps in contact with us and is on top of things"*.

Care workers told us they receive worthwhile supervision, every two months and use it to discuss anything they choose and to improve their performance. A worker told us *"Supervision is helpful, I'm reassured if I'm doing things right or supported if I'm doing things wrong"*. Discussions with staff, demonstrate a sound understanding around safeguarding. Procedures are in place to support good practice and staff have a sufficient understanding of key policies.

Thorough pre-employment checks take place before new employees start work. These include reference, right to work and Disclosure and Barring (DBS) checks. New staff receive a comprehensive induction and ongoing mandatory and person specific training to meet people's needs. A care workers told us *"We have regular subjects in training and refresher training, to help support people"*. The managers support staff to complete the 'All Wales Induction Framework for Health and Social Care' and register with Social Care Wales.

Adequate numbers of staff meet people's needs. Many care workers have been at the service for years, they have built up good relationships with people and understand their individual needs. A person told us *"The staff are great, all ages and all have different interests, which is great, I wish the rest of the world valued them as much as I do"*.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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
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