



Inspection Report on

**Carlton House Residential Care Home
Llanon
SY23 5HZ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/05/2022

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About Carlton House Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	CARLTON HOUSE RESIDENTIAL CARE HOME
Registered places	16
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	
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

People are very happy with the care and support they receive, a person who lives at the service told us *“you don’t have to worry about anything here! They’re all so marvellous and so caring”*. Care workers are guided by up-to-date person centred plans. All of the staff know people well and we observed many warm and friendly interactions. A care worker told us *“I love my job, the residents are easy going and the place is very homely”*.

People enjoy spending time socialising in the many different communal areas, gardens or in their own rooms. Staff and family members work together to support people to remain active members of their local community.

Representatives of people who live at the service are positive and one told us *“this place has been fantastic for him and without them I don’t know where he would have been”*. People, their family members and staff value the Responsible Individual (RI) and the managers of the service and have trust and confidence in them.

Well-being

People speak positively about the service they receive. Personalised plans concentrate on things that matter to individuals. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected as individuals, and interactions with the staff team are warm and friendly. People live in a service that provides an 'Active Offer' of the Welsh language, which means they can communicate in Welsh or English as they choose. A representative told us *"It's small and a very homely place, with Welsh speaking staff, it's so important because that's his first language"*.

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the RI and managers.

The environment is bright and welcoming; there are many different communal areas for people to socialise in and to do things that make them feel happy. Bedrooms can be personalised by the individual. The grounds and gardens are accessible for people to do things they enjoy, and help them remain as healthy as possible.

Governance processes focus on developing the service by using information from internal audits. The RI is involved in the day-to-day running of the home, people and staff talk to them about improving the quality of the service. This information is recorded in Regulation 73 visit reports and the six monthly Quality of Care Review.

Care and Support

People are very enthusiastic about the individualised care and support they receive. Interactions are friendly and caring, a person who lives in the service told us *“They (care workers) are all so marvellous and so caring”*. Representatives of people are very positive about the service and one said *“we are happy because she is safe and very well care for”*. A care worker told us *“I love the impact we have on people, also the trust and relationships I have with people are great”*. The manager assesses a range of information from the person, their representatives and external professionals. The service has person centred plans for how it provides care and support to individuals. People and staff told us the manager regularly reviews plans with them so they remain relevant, however, this needs to be better recorded. The manager intend to have more detailed notes who is involved in reviews and we will check them in the next inspection. Daily notes record the care and support completed and include detailed information from the perspective of the individual that shows the impact of the care and support. There is good documented evidence of health and social care professionals being involved with people. A visiting health and social care professional told us *“Overall they are very caring and residents seem really happy”*. Senior care workers administer medication in line with the service’s policies and procedures. We found the storage and administration of medication to be good with accurate recordings for each person.

During the Pandemic people remained in contact with family and friends by using video and phone calls. Visits take place inside and outside of the service in line with individual the latest guidance.

People enjoy a variety of activities in the service, grounds and the local area. People choose where to spend their time, they can access any of the communal areas or spend time in their own rooms. A person who lives at the service told us *“The home is beautiful and it’s lovely sitting here and chatting with each other, we have a lovely community”*.

The staff work as a team and there are sufficient numbers of workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individual needs and preferences and ensure they spend time with people.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, staff wear the correct PPE and follow the latest Public Health Wales guidance. A person told us *“the staff are excellent, they always wear their PPE and they have helped keep us safe”*.

Environment

The environment is bright, fresh and homely, with welcoming, accessible gardens. The manager ensures the service supports people in line with their needs and uses individual photographs to help people orientate. People can use the different communal areas to socialise with each other or to have quiet time alone. People move around the service as they choose and appear comfortable and relaxed in the communal areas. Individual rooms are personalised by people with their own pictures, paintings, furniture and cable TV. A person who lives at the service told us *"my room is as I want it and my photos are great, they remind me of some very happy times"*. Family members are complimentary about the environment and one told us *"it's a very homely, home"*.

Maintenance issues are resolved promptly and the domestic team are dedicated to keeping the building clean and fresh. Regular Health and Safety audits of the property are completed. The service is compliant with Fire Regulations and testing of fire safety equipment is up-to-date.

Catering staff involve people when planning the menu and know individual's likes and dislikes well. People have two hot meals a day, home-made cakes and biscuits, and make alternative choices whenever they wish. Meal times are a social event and a person told us *"the food is great, lovely and all home cooked"*. When discussing the meals a family member said *"the food is excellent and she loves it"*.

Additional COVID-19 measures are in place. There are sanitation stations throughout the service and a strict testing procedure for all visitors.

Leadership and Management

People involved in the service describe a family orientated culture. The RI is involved in the day-to-day running of the service, he is accessible and knows people and staff well. A representative told us *"[RI] is always here, I can ask him anything and if something needs sorting he sorts it out straight away"*. Care workers value the support at hand and one told us *"[RI] always there for advice if needed"*. Arrangements are in place for monitoring and improving the service. The RI's quarterly visit reports and the six monthly Quality of Care Review use information from the managers audits and lists actions to improve the service.

All staff are positive about the leadership at the service, a care worker told us *"I love my job, we have friendly and approachable management and I never feel worried about phoning any of them"*. Managers are hands-on and share time between working directly with people and administration duties. People talk to the managers openly and have built up positive relationships with them. Representatives know how to raise concerns if needed and one told us *"They [managers] are very approachable and easy to talk to"*.

Policies and procedures are up-to-date and staff have a sufficient understanding of them. Care workers receive regular supervision meetings and annual appraisals. A care worker told us *"supervisions are helpful, we discuss regular topics, such as pressure damage, infection control and dementia. It helps me stay on top of things"*. Staff demonstrate a good understanding around safeguarding and follow appropriate infection, prevention and control measures.

Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensures staff have the right skills and knowledge to meet people's needs. A care worker told us *"the induction was fantastic and helped me get used to the routine of the home"*

The manager ensures adequate numbers of experienced care staff work on shift to meet people's needs. Care workers have built good relationships with people and understand their individual needs.

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

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