



Inspection Report on

The Old Vicarage Llangollen

**Vicarage Road
Llangollen
LL20 8HF**

Date Inspection Completed

15 June 2023

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About The Old Vicarage Llangollen

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Old Vicarage Registered Care Home LTD
Registered places	17
Language of the service	English
Previous Care Inspectorate Wales inspection	16 August 2019
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The service has a homely and welcoming feel and has a large garden that is freely accessible. It is laid out in a way that people may set out their own home. People have choices about how they spend their time, and care staff are respectful of their needs, wishes and feelings. People can freely access books and games that are provided. There is a wide range of activities on offer for people to participate in, including trips out. The care provided is attentive, patient and kind. We saw care staff know people well and are responsive to their needs.

On the last inspection, we had some concerns about medication management and personal plans for people. We found these areas have improved since the last visit.

At present there is no responsible individual at the service. This means that monitoring visits and quality of care reviews are not being completed. Although some alternative arrangements have been put in place, there is limited support for management of the service as a result.

Well-being

People have control over nearly all aspects of their day-to-day life. People have choices about where they spend their time, the activities they participate in, and menu choices. We saw one person chose to have their lunch in the garden on the day of our visit and were supported to do so. People are supported by care staff who are well trained and know them well. They have personal plans that are thorough and clearly state people's wishes and preferences. There are monthly residents' meetings in which people's views are listened to and acted upon. In one meeting, we saw someone had requested food from a particular country on the menu. This was provided and the staff also organised a theme night based on this country.

Care staff promote people's physical and mental health. The service has good relationships with healthcare professionals and care staff ensure people have access to the healthcare they need. Care staff are aware of people's needs, and we saw staff provide emotional support when required. One person described the staff as "...*a right good bunch.*" We saw care staff have a friendly and warm rapport with people. A visiting healthcare professional complimented the care provided at the service.

Care staff support people to maintain relationships with family and friends. Pets are welcome to visit the home. One person told us how they enjoyed being able to walk a friend's dog when they came to visit. Visitors told us the staff are approachable and keep them well informed. One person told us, "*We won't get anywhere better for him.*" There is a wide range of activities on offer for people. People told us they enjoyed bingo and singing. They also said they enjoyed going out shopping and to the zoo.

People are protected from abuse and neglect by care staff trained in safeguarding and there are clear policies in place to guide them. The care staff we spoke to are confident to raise concerns with management if they identify a person is at risk of harm, or if they have a concern about a person's well-being. However, at the time of the inspection, there was no responsible individual in place at the service. This means the responsible individual's visits and monitoring reports are not being completed. Without these visits and reporting process there is no oversight to the service, to review how well the service is meeting people's needs and to identify any improvements needed.

People are supported to do the things that matter to them. There are a few staff who can speak Welsh fluently and converse in Welsh with people if they wish to. The management are assisting staff to access Welsh language courses. They are also looking into putting up bilingual signs.

Care and Support

People are provided with care and support, through a service which is designed in consultation with the person. The care staff deliver care that is kind, patient, and respectful of people's needs. We saw care staff give people time and space when they need it. Personal plans for people are detailed and thorough, showing information gathered from people, their relatives and health professionals. A visiting healthcare professional told us their advice for people is followed, and care staff keep them informed of any changes. Care staff know people well; we saw staff identify what people needed, and provide the support required in a timely manner. As support was delivered, one person said to a member of staff, "...it's nice to see you, you are a lovely person."

People are supported with their emotional and mental well-being. There is a broad range of activities on offer. During our visit, a quiz was taking place. A hairdresser was also on site. We saw an activities planner, and people told us about activities they enjoy that suit their interests. We saw an area set up for beach volleyball in the garden, and an area for gardening activities. People can go out on trips, such as to the garden centre or for lunch if they wish.

People are provided with care and support which considers the outcomes of any risks and specialist needs. Any incidents or accidents are recorded and the necessary action is taken for the individual. There is no central recording system for falls, which could help to identify trends and patterns. The acting manager is looking into putting a system in place for this.

The service has safe systems in place for medication management. Medication is all stored securely, although there are various medication cupboards due to limited storage. The management are considering making improvements to have one place for all the medication storage. Medication was given to people in a kind and patient way, with processes being followed to ensure it was administered safely. There are robust systems in place to monitor medication, and errors are identified effectively. We could see improvements to medication records because of this monitoring.

Environment

The service provider ensures people receive care and support in an environment which promotes the achievement of their personal outcomes. The home is set in a converted Edwardian building with a large garden. The layout of the home, together with the provision of aids and adaptations, promotes independence. The environment is homely and welcoming. Seating in the dining room is set out for people to socialise and tableware is laid out in a homely manner. When we asked staff what they liked best about the service, a member of staff told us, "...it's a home." People have personalised their rooms to reflect their own tastes and interests. We saw some people had brought their own items of furniture for their rooms, to help them feel at home.

The garden is well maintained and accessible to people. There is a poly tunnel for people who are interested in gardening and a weekly gardening activity. We saw a variety of vegetables and fruit being grown. People can freely access the garden and there are comfortable areas to sit and rest. We saw one person relaxing in the shade of the garden for most of the day. There is a log cabin that has been set up as a 'pub' which is used for activities, and for people to relax in.

There are processes in place to ensure risks to health and safety are mitigated. The building and grounds are well maintained. We saw maintenance records and evidence that most required health and safety checks are completed regularly. The layout of the building means there is limited space for administration to be completed, and for storage in the service. One lounge was also being used as an office at the time of our inspection. Management is considering how the use of this space could be improved.

There are effective systems in place for cleaning and infection control, and we saw that the premises were clean and tidy throughout.

Leadership and Management

People are supported by appropriate numbers of staff, who have knowledge, skills, and competencies to keep people safe, and support them to achieve their personal outcomes. We saw that staff training records are up to date. Records and certificates in their files show that staff are trained to support the people in their care. There are enough staff on duty to meet people's needs, and we saw that people's needs were met promptly. The acting manager has good relationships with staff, residents, and families. Care staff told us they feel supported by the management. People living in the home and visitors told us management are approachable, and they are confident to express their views. However, formal supervision is not taking place regularly. Care staff we spoke to told us they feel supported, and we did not see evidence that this is currently having an impact on staff or people living at the service. The acting manager told us of plans in place to address this.

There are limited governance arrangements in place to support the smooth operation of the service. There is currently no responsible individual in post. This means responsible individual visits are not being completed to provide oversight of the service and support to the management. Quality of care reports are also not currently being completed. Responsible individual visits and quality of care reports can provide valuable information to assist the service to identify areas that may need improvement. We saw that the home has an 'open door' policy which means people are free to speak to management at any time. Whilst this is positive, it means the acting manager does not always have the protected time they need to complete management tasks, such as formal supervision of care staff, and maintain oversight of records. We saw many of the staff records were inconsistent and incomplete. The service is not informing us of all notifiable events. Whilst no immediate action is required, these are areas for improvement, and we expect the provider to take action in relation to the oversight at the service.

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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66	There has been an ongoing lack of supervision and oversight of the service by the RI. The service provider must ensure adequate RI oversight of the service.	New
15	<ul style="list-style-type: none"> • Personal Plans (Regulation 15 (1) (a) (b) (c)). <p>The service provider must prepare a plan for the individual which accurately reflects how their care and support needs will be met on a day to day basis; this should include steps to be taken to mitigate any identified risks to the individual.</p>	Achieved
58	<ul style="list-style-type: none"> • Medicines (Regulation 58). The service provider must have arrangements in place to ensure that medicines are stored and administered safely. 	Achieved

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