



## Inspection Report on

**Pantanas Care Centre**

**Pantanas Care Centre  
Pantanas  
Treharris  
CF46 5BN**

**07 April 2022**

07/04/2022

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## About Pantanas Care Centre

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	PANTANAS CARE CENTRE LTD
Registered places	30
Language of the service	English
Previous Care Inspectorate Wales inspection	26/01/22
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

This was a focused inspection to look at aspects of Leadership and Management at the service. We also considered the well-being of people living at the home.

People receive care and support from a team of care workers and nurses who treat them with warmth and kindness. Feedback from people on the day of our inspection suggested they are happy with the service they receive. We observed positive interactions between care workers and people and saw care and support being delivered in a relaxed manner. The environment is clean and equipment and facilities are regularly serviced to ensure they are fit for purpose. Care workers are trained to meet the needs of the people they care for and report feeling supported and happy within their roles. There is a clear management structure at Pantanas Care Centre and people and staff know who to speak to if they had issues or concerns. During this inspection we reviewed an area of non-compliance relating to leadership and management identified at the last inspection and found improvements have been made.

## Well-being

People are protected from harm and abuse. Policies and procedures are kept under review and contain the most up-to-date guidance. Care workers are aware of their safeguarding responsibilities and know the process for raising concerns. All of the necessary pre-employment checks are conducted to ensure care workers are suitable to work with vulnerable people. Infection control measures are in place to reduce the risk of infections. Care workers wear the required level of personal protective equipment (PPE) and are routinely tested for Covid-19.

Care workers treat people with dignity and respect. People living at the service are complimentary of care workers and the management. One person told us; *“The staff are lovely, I really like them, I get on well with all of them”*. Another person who was being cared for in bed said; *“One of the carers comes in and plays snakes and ladders with me, we have fun”*. We saw care workers chatting with people in a friendly manner, it was evident there is a genuine rapport between care workers and people living at the service.

A pleasant environment supports people’s well-being. There are communal areas as well as people’s bedrooms, where people can choose to spend their time. On the day of our inspection we observed people in communal areas of the home. They appeared comfortable and relaxed which indicated they are happy with the environment. We saw the home is currently being re-decorated and that new furniture and entertainment equipment is being installed. The home is clean and well maintained. We did not identify any hazards on the day of our inspection.

## Care and Support

This was a focused inspection we will consider care and support at the next full inspection.

## **Environment**

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## Leadership and Management

The service encourages care workers to develop to their full potential. Care workers we spoke to told us they receive training in core and specialist areas. We examined the services training records and found most care workers are up-to-date with their core training requirements. Care workers are given the opportunity to discuss any issues or development opportunities with the management team. Records relating to supervision and appraisal show care workers receive the required amount of formal support. Staff are complimentary of the management team and used words like “friendly”, “approachable” and “supportive” to describe them.

Governance and quality assurance measures allow the service to operate effectively. The responsible individual (RI) is compliant with regulations in relation to their specific tasks. These include visiting the service regularly to discuss service provision with people connected with the service to inform improvements and analysing data in relation to reportable occurrences. At the last inspection we found the service was not always informing the relevant agencies of significant events. At this inspection we reviewed information relating to significant events and found that improvements have been made and that the service was notifying the relevant agencies including Care Inspectorate Wales (CIW) in a timely fashion.

People receive care and support from a team of care workers who have been recruited safely. Recruitment records show care workers have undergone all of the necessary pre-employment checks including Disclosure and Barring Service (DBS) checks, employment history and identification checks. We saw evidence that nursing staff working at the service are in possession of a current personal registration number which they are required to have in order to practice. On commencement of employment care workers are required to complete a structured induction and shadow experienced members of the team. This gives them the opportunity to get to know the service and the people they will be supporting.

### 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
60	Regulation 60 - Notifications - The service provider must notify the service regulator of the events in parts 1 and 2 of Schedule 3	Achieved

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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19	The provider is not compliant with regulation 19(3) as the services user guide does not contain information relating to the availability of advocacy services.	Reviewed
21	The provider is not compliant with regulation 21(2). This is because there is lack of clarity regarding peoples care and support recorded in their end of life care and support plans.	Reviewed

**Date Published** 05/05/2022

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