



Inspection Report on

Pride in Care Residential Home

**Pride In Care Ltd
Newport House
Abertysswg Road
Tredegar
NP22 5AE**

Date Inspection Completed

01 February 2022

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About Pride in Care Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	pride in care ltd
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection under the Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The service does not provide an 'Active Offer' of the Welsh Language. Currently there are no people living in the home that communicates in the Welsh language.

Summary

People live active lives and do things they enjoy and look forward to. People and their representatives are complimentary of the care and support they receive. There is a consistent staff team that knows people well. Care records inform staff how best to support people so they receive the right support and promote independence. People have good access to health care. There are safe systems in place to administer medication that are regularly audited. The home offers a welcoming and homely environment. However, routine checks are not always undertaken to monitor the health and safety of the environment which can compromise people's safety. Staff are well supported through regular supervision and training but further improvement is required. The service has clear oversight and leadership from the responsible individual and the manager. They are knowledgeable, visible and supportive in their role.

Well-being

People and their representatives are well informed. They receive all the information which informs them of what they can expect from the service, but some documents require updating. Representatives told us that they know how to raise a concern and confident that this will be acted upon. Some people access advocacy to independently support the person in their best interests. People are encouraged to share their views which helps to inform service improvements. People are supported to keep in touch with relatives and friends but some told us they have not visited for a while due to the government restrictions during the pandemic. The provider confirmed that they offer visits in line with the current guidance to support visits to the care home, when safe to do so.

People benefit from a choice of meals which are healthy and nutritious. People choose whether to eat their meals in the communal dining areas to socialise with others, or in the privacy of their own room. There needs to be improved recording in accordance with food safety guidance.

People live in an environment that is personalised but requires better oversight of health and safety. People are encouraged to personalise their space. There is adapted furniture and equipment available to meet the needs of people living at Pride and Care. We found that there was a lack of safe systems in place to manage some health and safety risks. The home is secure and staff follow procedures to ensure visitors are safe to visit. There is effective infection control arrangements in place.

People have a voice and the service supports their rights and choices. People's individual needs inform their personal plan. The service involves individuals and their representatives in the planning of their care, and supports them to have meaningful outcomes. People have good access to health services. The manager intends to regularly meet people using the service to give them an opportunity to share their views and to plan future events.

People can be confident that there is clear governance and leadership of the service. The responsible individual seeks the views of people during their visits to the home. The manager and care staff receive regular supervision and support. Relatives speak highly of the manager and care workers, they told us, they are kind, patient and respectful. We also observed care workers positively engaging with people.

Care and Support

People are given information to inform them what to expect from the service. However, some of the information requires further updating. Some individuals access an independent advocacy service to help them understand some of the information and to act in their best interests. People are given a service agreement but this is not always signed by the person or the representative to confirm their understanding. People and their relatives are encouraged to share their views about the service. The manager intends to recommence the meetings with people to plan future activities and events of their choice. Relatives told us that they are kept informed and can raise any concerns which will be acted upon. The manager intends to formally seek the views of staff and stakeholders in the near future which will inform the future shaping of the service.

The service considers a wide range of information about people prior to them moving in to the setting. Information is gathered from the person, relatives and relevant professionals and an initial support plan is developed. We saw evidence that personal plans and risk assessments were comprehensive and provided clear guidance to care workers as to the support needs and planned outcomes for individuals. The service works closely with specialist health care professionals.

People maintain their health and well-being. People benefit from a choice of meals that are healthy and nutritious. Records show that people access a wide range of health care services to monitor and support people with their health. We saw that any health concerns are promptly identified and actioned to ensure that people receive the right support and intervention at the right time. There are safe medication systems in place but the room temperature should be recorded where medication is stored. There is a medication policy in place but this requires further revision in accordance with good practice guidelines. Staff are adequately trained and confident in the administration of medication as they understand the procedures to follow. Records show regular audits of medication to ensure the management of medicines are monitored.

We observed positive interactions between care workers and people. There is a consistent staff team that understands and knows the needs of people they support. The staff are able to understand how best to communicate with people through their body language and respond accordingly which can minimise distress. Staff told us, '*we are like an extended family here*'. Regular care workers enables people to receive consistency and continuity of care. People benefit from activities, events and make picture books to reminisce.

Environment

People live in an environment that is personalised to their individual tastes. People are encouraged to personalise their space with items that matter to them. The communal areas appear homely and welcoming. There is adapted furniture available to encourage people to socialise together. People told us that they enjoy spending time in the garden and they are looking forward to having raised bedding areas in the near future. They want to plant flowers and vegetables to enjoy.

The service is committed to have a good standard of cleanliness and hygiene. Substances hazardous to health are mostly stored safely but this should include all products. On arrival to the home the care worker appropriately checked to ensure visits to the home is safe. The medicines and personal files are only accessible for those with authorised access, to ensure confidentiality and safety.

People cannot be assured that health and safety is adequately monitored to keep them safe from harm. Although, there are some arrangements in place for maintenance and servicing of equipment and facilities, there needs to be improved oversight. Due to the absence of health and safety audits we found incidences when the environment could pose a risk to people. Also, there was a lack of safe recording and monitoring systems to manage water temperatures, food safety and some gaps in fire safety records. Staff told us that repairs are identified and promptly addressed. People have a personal emergency evacuation plan specific to their individual support needs in case of an emergency.

There are effective infection control arrangements in place which care staff follow. When we arrived at the home the staff followed procedure to ensure the visit was safe and testing undertaken. We saw that care staff had access to a sufficient supply of personal protective equipment (PPE) to manage infection control in the home. All staff are trained in covid-19 infection and most of the staff are trained in infection control. People told us that they are in regular contact with their relatives, but the provider also facilitates visits to the home in line with current covid-19 guidance. There is a detailed infection control policy and covid-19 information in place but this requires further updating to reflect current guidance.

Leadership and Management

The vision, values and purpose of the service are clear and actively implemented. Staff we spoke with told us that the Responsible Individual (RI) and the management team are visible, approachable and supportive. The RI carries out regular visits to the home to seek the views of people and to inform them of the quality of the service. The six monthly quality care review report was detailed to ensure they assess, monitor and review the quality and effectiveness of the service. The reports show that the service is performing well. The service provider intends to formally consult with staff and other professionals in the near future. Although, we found that there are detailed internal audits in place to monitor and evaluate particular areas of the service, further improvement is required for accident/incidents and health and safety of the environment. The manager has access to the RI and receives good support for their role and personal development.

People benefit from care staff that receive support and feel valued in their role. Recruitment checks are followed to ensure care workers are safe to support people. Care workers receive regular supervision and team meetings are held to keep them up to date. Staff were complementary of the manager and team leaders and the support they receive. The staff told us *'there is good team work, we all help each other'*. The training records show that staff receive mandatory training. However, there should be additional opportunities in training to match the needs of people they currently support, in areas such as, but not limited to, learning disabilities, management of behaviours/distress, assisted eating and drinking, etc.

The service does not provide an 'Active Offer' of the Welsh Language. Currently, there are no people using the service that speaks in the Welsh language. The manager told us that the statement of purpose or service user guide in Welsh can be provided, if requested.

Policies are in place for staff to follow. Staff told us that they are informed of changes in policies and have access to the information. We noted some policies require updating such as, medication policy, infection control, accident/incidents and covid-19 information. There is a safeguarding policy in place but this requires further updating to fully reflect the recent Wales Safeguarding Guidance. The care staff understood the different types of abuse and how this should be reported. All staff receive safeguarding training.

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
36	Staff to receive specific training areas to enable them to fulfil the requirements of their role and meet the	New

	needs of people they support	
79	To review policy and procedures to be further revised to reflect current guidance – safeguarding, whistle-blowing, management of medicines, accident and incidents and covid-19 information	New
57	The registered person to put suitable arrangements for the premises to comply with guidance and monitor health and safety of the environment to mitigate risk to people. This includes, but not limited to, safe system to monitor water temperatures, radiator covers, maintain food safety records, safe storage of all hazardous chemicals etc	New
8	The service provider to have systems and processes in place to monitor, analyse and improve the quality and safety of the service. This includes, accident/incidents to identify patterns and trends. Health and safety to be monitored to ensure the environment keeps people safe from harm	New

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