



# Inspection Report on

**Lindan House Care Home Ltd**

**Lindan House Residential Home  
Percy Road  
Wrexham  
LL13 7EA**

## **Date Inspection Completed**

26 January 2023

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## About Lindan House Care Home Ltd

|  |  |
|--|--|
| Type of care provided                                      | Care Home Service<br>Adults Without Nursing                            |
| Registered Provider  | LINDAN HOUSE LTD   |
| Registered places  | 21   |
| Language of the service                                    | English  |
| Previous Care Inspectorate Wales inspection                | <a href="#">13 January 2020</a>  |
| Does this service provide the Welsh Language active offer? | This is a service that is working towards providing an 'Active Offer'. |

### Summary

People living in the home are happy with the service they receive. They choose the food they want to eat, making suggestions in residents' meetings where they want more or less of certain foods. They are listened to, and changes are made to accommodate preferences. People are happy with staff who support them, describing them as thoughtful and caring. The staff are selected for their attributes and are trained to ensure they are competent. People and their families are involved in putting together their plan of care, so support is delivered in the way they need and prefer. Activities are provided and hobbies encouraged which reflect their personal interests and desired outcomes. There are staff specifically designated to organising activities and there is a range of things to do.

The environment is clean and tidy, the décor kept fresh. The provider values the views of people who stay in the home. They audit the service so they know what is working well and where further improvements can be made.

## Well-being

People have choice and control regarding the care and support they receive at the home. Personal plans are devised with the people and their relatives so that specific aspirations and preferences are captured accurately. People choose where to spend their time and how they carry out their daily routines. There are three sitting rooms to choose from and a dining room, although some choose to sit in their own rooms. There are numerous stimulating activities to choose from whether that be jigsaws, quizzes, art and crafts or simply reading a book or the newspapers. Musicians come to the home and the people who live here participate, singing dancing and playing the musical instruments. Minutes of resident's meetings show people have a say about day trips and outings, including trips to see a show or visit the pub. People choose what they want to eat, and they told us they enjoy the food.

People's physical, mental, and emotional well-being is looked after by care staff who seek professional advice promptly as it is required. People are happy their health needs are quickly met; the GP is called promptly when they are ill and district nurses visit the home. All incidents and accidents are recorded and evaluated to establish any reasons for the falls. Nutritional and fluid intake is recorded where fluctuations in weight cause concern and a dietician is contacted. People's care and support needs are reviewed frequently so that any changes are quickly identified.

People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them. The manager is available most days so staff can raise concerns quickly and there is always a person in charge to report to. The service has arrangements in place to ensure any decisions that restrict a person's liberty are made only in their best interest and with full consideration of the family and local safeguarding authority.

The accommodation provides a warm, welcoming home. It is clean and regular maintenance means décor is always fresh. A new carpet is in the lounge and there are plans for new windows and further flooring. The manager conducts environment audits to check for any repairs and renewals needed and staff raise any breakages promptly so they can be addressed by the maintenance staff. Most bedrooms have en-suite facilities or have a commode and they are comfortably furnished to meet people's needs and preferences. There are sufficient lounges to ensure people have a choice about where they want to spend their day. Lifts, hoists, grab rails and personal mobility aids help people get around independently without restriction.

## Care and Support

People have a comprehensive plan of care in place, devised after collecting a range of views and information about their physical, emotional and mental health needs. We saw records to evidence family and health professionals share their knowledge of what matters to the person and how their needs should be met. Plans are reviewed every month to ensure they are accurate and up to date and staff are kept up to date with any changes.

'My life history' documents in some people's files illustrate how a person has spent their life and what has been, and is still, important to them. This helps staff to support them with effective and relevant hobbies. The service has employed a staff member specifically for the activity's organiser role. We saw artistic people with materials to help them be creative, their work displayed on a wall. We saw some people are taken to a pub where they can have a pint of beer and a meal. Some have been to see a show or a pantomime. People who have always enjoyed puzzles are kept stimulated with crosswords and sudoku. People continue to enjoy visits from their family, they display family photographs in their personal spaces.

People are regularly consulted about their preferences. We saw their suggestions have been considered; following a request, people now have the option of bacon sandwiches for breakfast. The menu includes this option every day and we saw plenty of bacon in the cold storage. Another person had asked for chips to be served more often and we saw these are now on the menu twice a week. We spoke with people who praised the food, one person said with a chuckle, *'I was much slimmer when I came here'*. Another person said, *'If I don't like the option on the menu, they will just make me something else'*. Another person we spoke with told us the meals are *'always homecooked and they do their own baking'*. We heard staff speak fondly to people, making conversation as they worked. Staff are described as *'very thoughtful'* and *'very caring'*. One person said about their decision to move into the home *'I couldn't have made a better choice'*.

People are supported to access healthcare promptly when it is needed. One person told us they could do so little when they arrived at the home and can now do so much more. The person said how their confidence has grown, they have been encouraged to become more independent. Records show only trained staff deal with the medication administration and written procedures are carefully followed. We saw GP's and community nurses are quickly called when needed, people access their optician and occupational therapy services are utilised. People have sensor equipment to keep them safe in bed and other aids to help them mobilise. There is difficulty finding dental practitioners in the area and the service continues in its efforts to arrange this.

## Environment

The service is provided in a home that meets the needs of people living there. There are three lounges to choose from, two with SMART televisions and one offering a quieter place to sit. The garden is enclosed so people are safe and secure when they sit out to enjoy the fresh air. Bedrooms have ensuite facilities or are very close to a toilet and there are adequate assisted baths and showers. The home is well maintained; we saw all rooms were nicely decorated and new carpets had been fitted in the lounge where a homely electric flame fire gives a cosy glow. The home is very clean and all beds are neatly made; co-ordinating curtains hang in individually decorated rooms and people's own pictures and mementos help make the room their own. There are picture frames outside each room identifying the occupier and adding a picture of something that matters to them. There are multilingual signs assisting those with Welsh, English or Polish as their first language with their orientation. There are currently no people whose first language is Welsh in the home, but four staff speak Welsh should that be required. We saw aids and equipment including grab rails assist people to move around the home, and there is a stair lift and elevator to move between floors. People told us they like their environment; we saw people moving throughout the day from one room to another, freely choosing where they wanted to sit.

The service provider has measures in place to identify and mitigate risks and maintain the safety of the home. We saw risk assessments to keep people safe including up to date personal evacuation plans in case of an emergency. Records show regular maintenance and safety checks are completed for water temperatures, risk of legionella, fire equipment including regular fire alarm tests, gas and electrical safety checks. Wardrobes have been fastened safely to walls to avoid the risk of them falling. Staff have received training to enhance safety such as fire safety, first aid, food hygiene, health and safety and moving and handling. We saw corridors and fire exits are free from obstacles. We saw the kitchen is clean and well organised. In December 2021, The Food Standards Agency awarded a rating of 5 which is the best it can be.

## Leadership and Management

The provider has governance arrangements in place to help ensure the service is running effectively and safely. The responsible individual (RI) is responsible for overseeing the service and records show they visit the home every three months to check it is operating smoothly. Surveys are undertaken to seek people's views and there are resident's meetings so that people may have their say about how the home is running. We saw these views are considered important and changes have been made as a result of suggestions made. There is a 'Quality of Care Review' report completed every six months that outlines what is working well and where improvements can be made.

People are supported by appropriate numbers of staff. Working rosters show there are sufficient staff on duty at any one time to meet the needs of the residents in Lindan House. We saw staff are always around and attend to people whenever needed. We saw staff preempt needs asking, '*are you looking for something*' and '*do you want a drink*'.

The manager ensures staff are competent and fit for the role. Records show staff are properly vetted prior to employment to ensure they are suitable for the post. We saw mandatory training covers a range of relevant topics including areas specific to individuals. The manager has a range of policies and procedures in place to help instruct staff and keep residents safe. We saw these have recently been reviewed to keep them up to date. Staff have been provided with a pack of these and are requested to read them. The manager's regular presence allows plenty of opportunity for staff to discuss any issues. We spoke with staff who confirmed they feel supported by the manager, their told us how their individual circumstances are acknowledged and catered for when possible. They feel valued as they are praised when they have done a good job. All staff have one to one, formal supervisions with the manager so they can discuss practice issues, their own health and wellbeing and their aspirations for their career.

The provider invests in the home on an ongoing basis. We saw environment audits are carried out and any areas for repair or renewal identified and dealt with. The manager confirmed they are able to buy whatever is required in the home. They are well supported and trusted by the responsible individual.

### 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 |
|------------|---------|--------|
|------------|---------|--------|



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

**Date Published** 20/02/2023