



Inspection Report on

The Lodge

Ammanford

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

06/09/2022

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About The Lodge

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|--|--|
| Type of care provided | Care Home Service Adults Without Nursing |
| Registered Provider | Amman Care Services Ltd |
| Registered places | 6 |
| Language of the service | Both |
| Previous Care Inspectorate Wales inspection | |
| Does this service provide the Welsh Language active offer? | 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

The Lodge is a happy home. Care workers are enthusiastic, treat people with dignity and respect and say they feel well supported by senior staff. All employees attend training relevant to their roles and say it helps them to support people as they wish to be supported. Prompt referrals are made to healthcare professionals where necessary, and the Responsible Individual (RI) regularly makes himself available to people in the home and the established staff team.

People can choose where to spend their time, be it in their own rooms or with others in a range of communal areas. During the recent Covid pandemic, people kept in contact with family members when they were not able to visit by online video calls. People are happy and say they feel safe in the home.

Well-being

Care workers listen to people's opinions about their care and support and are clearly aware of the importance of each person's well-being. People's personal plans contain information about individual preferences, family and friends who are important to the person, in addition to a pen-picture of their life. Each person is invited to take part in reviewing their care plans as they wish, either formally or informally.

The manager gives people a copy of the service user guide when they arrive at the home: this provides details of the complaints process should they need to use it. People say they would raise anything they want to discuss with the manager and feel confident they would listen to them if they did. One person nodded and said, *"I'd talk to the staff."*

Care workers encourage people to make choices and decisions about how they spend their time. Each person can regularly take part in a range of activities and social/leisure opportunities. Two people showed us their photo albums which evidenced a number of parties and get-togethers. One person said, *"We go bowling and see films and meals out."* This means people do the things which make them happy. There is a varied menu available, and people say they like the food on offer each day and say there are always alternatives if they change their minds. One person said, *"Yes, the food is good."*

The home provides the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it – there are people in the home who are Welsh speakers and half of the staff team speak Welsh. We saw two people conversing in Welsh. The manager also told us all documentation is available in Welsh.

The manager considers a range of information to ensure they can meet people's needs before admission to the home. This includes obtaining information from external healthcare professionals such as social workers and previous placements. From this, senior staff have developed care records that describe people's support requirements, including clear risk assessments to maintain people's independence as much as possible. Care records are detailed, with all relevant assessment and support documents in place. There is good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals when necessary. The provider employs a Learning Disability nurse for extra support and expertise around peoples' healthcare needs. We discussed how their role benefits people in the home. They gave an example where each person now receives an annual healthcare check-up, something that was not happening beforehand.

As there have been restrictions on activities and trips out during the Covid pandemic, care workers adapted their support to meet Public Health Wales guidelines, with a range of indoor, individualised activities arranged throughout the period. The home is large, with spacious areas to use, something people took full advantage of throughout the pandemic.

As far as possible, people are safe and protected from abuse. Care workers have been through the provider's rigorous recruitment process. All employees can access policies and procedures to understand their responsibility to protect vulnerable people. They have regular safeguarding training updates and tell us senior staff members support them well and are always available for advice if necessary.

The home has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. All measures are in constant use to ensure people are safe from Covid-19 infections, including the monitoring and testing of all visitors to the home and regular use of personal protective equipment (PPE) by all care workers.

Environment

The Lodge is a large building. It is warm and clean, and people say they feel comfortable and happy. Each bedroom is spacious and personalised to reflect the occupant's taste and

interests, with items such as ornaments, soft furnishings, photos and items of furniture. Facilities and equipment promote each person's independence as much as possible: the corridors throughout the premises help people with reduced mobility and accommodate the equipment people regularly use, such as wheelchairs. The décor is bright and refreshing throughout. Externally, there is a large garden area for people to socialise with families and friends.

The environment is safe. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002. There are clear instructions displayed in the home on what to do in the event of a fire.

People are safe from unauthorised visitors entering the building, as all visitors ring the front doorbell before gaining entry. Care records, employee personnel records and Deprivation of Liberty Safeguards (DoLS) records are securely stored in a locked office and only available to care workers who are authorised to view them.

Leadership and Management

Overall, the senior management team has a clear vision of the support they provide, and a healthy regard to people receiving support. There are several means of obtaining feedback about the service people receive:

- People and relatives complete surveys to ask for their opinions on the quality of support

- The manager ensures people know how to make a complaint
- There is regular contact with family members and healthcare professionals involved in their care
- Employees may discuss any issues they wish to raise in three-monthly confidential supervision meetings
- The RI records the quality of the service offered to people in detailed three-monthly visit reports and six-monthly quality of care reports.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. The safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff ensure all care records clearly state any risks to people's well-being and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.

The provider ensures there are knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes. Care workers undertake training relevant to the people they support. There is good staff retention. Staff know people in the home well.

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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|-----|--|-----|
| N/A | No non-compliance of this type was identified at this inspection | N/A |
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Date Published 10/10/2022