



Inspection Report on

Penrhos Care Home Ltd

**Penrhos Care Home
Old Station Yard
Pontypridd
CF38 2LZ**

Date Inspection Completed

14/03/2023

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About Penrhos Care Home Ltd

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	PENRHOS CARE HOME LTD
Registered places	18
Language of the service	English
Previous Care Inspectorate Wales inspection	16 March 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the standard of care offered at Penrhos Care Home and speak highly of care staff who provide their care and support. People are assessed prior to admission to determine their care and support needs. Following this personal plans are devised which give care staff instructions regarding care delivery. Improvements are required to ensure personal plans contain the most up to date information. People have good access to health care professionals and their overall health and well-being is monitored. However, improvements to medication management systems are needed. Activities are on offer to ensure people's physical and emotional well-being needs are met.

There is a safe recruitment process and care staff enjoy working at the service. Although training is provided, improvements are required to ensure care staff are up to date with the services core training requirements. Systems to monitor the quality of care provided are in place and the Responsible Individual (RI) has good oversight of service provision. The home is comfortable, clean, and maintained to a good standard.

Well-being

People are supported to maintain optimal health and well-being. Documented evidence in people's personal plans show they have access to relevant health and social care professionals when they need it. Care staff know the people they support well and can recognise signs of deterioration and seek support and advice. Activities on offer promote social interaction and physical well-being. People have access to a good choice of nutritious foods and people with special dietary requirements are catered for.

Care staff treat people with dignity and respect. We saw care staff engaging in meaningful conversations with people, speaking to them with warmth and kindness. People and their representatives say there is a good standard of care and support provided in a dignified respectful manner. People are offered choice and their choices are respected by the staff team. For example: people can choose what they eat, what time they get up and retire to bed. People can also choose where they spend their time whether it be in communal areas or in their own rooms.

A pleasant environment supports people's well-being. The home is clean and comfortable throughout with appropriate décor and furnishings. There is a rolling programme of maintenance and repair ensuring the environment, it's facilities and equipment are safe. People are able to exercise choice in relation to their personal living space and can decorate their rooms with their own belongings, pictures, and other items they enjoy.

People are protected from harm and abuse. There are a range of policies and procedures in place underpinning safe practice. care staff demonstrate a good understanding of safeguarding procedures and are familiar with the process for raising concerns if they need to do so. The recruitment process is robust, ensuring care staff have the right skills and ability to work with vulnerable people.

Care and Support

People are supported to stay well, and their health is monitored. We saw documented evidence the service makes timely referrals to health care professionals when needed. Tools such as food, fluid and weight charts are used to monitor people's overall health and well-being. Medication is securely stored in line with best practice guidance. We examined a number of medication recording charts and found people receive their medication in line with the prescriber's recommendations. At the last inspection we found administrations of 'as required' (PRN) medications were not being recorded correctly. This is still an issue. and therefore a Priority Action Notice has been issued. The provider is expected to take immediate action to address the issue.

Personal plans set out people's care and support needs. Prior to admission the service liaises with relevant professionals and conducts an assessment to determine if it can meet the person's needs. Following this plans and risk assessments detailing the best ways of supporting people are devised and implemented. We examined a number of personal plans and found they are person centred, meaning they are specifically designed to meet each person's unique set of needs. Care staff tell us personal plans accurately describe the level of care and support people require and they are easy to follow. We saw personal plans are regularly reviewed. However, reviews do not consider the extent to which the person has been able to achieve the outcomes detailed in their personal plans. As this was identified at the last inspection, we have now issued a Priority Action Notice and would expect the provider to take immediate action to address the issue.

People have good relationships with care staff and are pleased with the standard of care and support they receive. People and their representatives provided consistently positive feedback and used words like *"excellent"*, *"very good"* and *"marvellous"* to describe care staff. A relative of a person told us, *"It's absolutely perfect. I can't praise them enough, the staff are lovely, they are all very caring"*. We observed positive interactions which supports the feedback we received. We saw care staff are familiar with people's needs and routines and are respectful and kind. Activities are on offer to keep people engaged. We saw there is a timetable of activities and participation is recorded in people's personal plans. People told us performers visit the home regularly to provide entertainment.

Environment

People live in a safe, secure environment. The home is secure from unauthorised access with visitors having to sign in on arrival and out on departure. We saw current safety certification for utilities, equipment and fire safety features are in place. All people living at the service have a personal evacuation plan which details the best way to support people in the event of an emergency. We saw substances hazardous to health such as cleaning products are securely locked away. Equipment is stored away from areas frequently used by people, leaving corridors free from potential hazards.

The home is comfortable and clean with suitable décor and furnishings throughout. There are domestic workers at the service daily ensuring standards of cleanliness and hygiene are maintained. We saw people's rooms are personalised to their preference with personal items which promotes a homely feel. Communal areas provide a pleasant space where people can relax, interact with others, and participate in activities. There are adequate communal toilets and bathing facilities with specialist equipment available for those who need it. The kitchen has been awarded a score of four by the food standards agency which implies hygiene standards are good. We saw there is a menu in place offering a range of nutritious foods. One person said, *"The food is brilliant. There's a great choice available"*.

Leadership and Management

Care staff say they feel supported in their roles and enjoy working at the service. We looked at records relating to supervision and appraisal. We saw care staff receive the recommended level of formal support. Care staff we spoke with are complimentary about the manager, one said, *“The manager is approachable and helpful, they are available if I need advice”*. Care staff report a good sense of team morale and say communication within the team is good. We saw evidence of team meetings which supports these claims. Team meeting minutes we viewed showed discussions regarding people’s care and support and other operational matters.

Improvements are required to ensure care staff are up to date with their training requirements. Care staff provided positive feedback regarding the standard of training they receive. There is a staff development policy which identifies the services core training requirements. We cross referenced this information with the training matrix and found not all staff are up to date with training in core areas such as safeguarding, medication and infection control. As this was identified at the last inspection, we have now issued a Priority Action Notice and would expect the provider to take immediate action to address the issue.

People are protected by a safe recruitment process. This ensures care staff are fit to work with vulnerable people. We saw the service conducts all the necessary pre-employment checks before offering a potential employee a contract. These checks include references from previous employers, employment history and Disclosure and Barring Service checks.

Governance and quality assurance measures help the service reflect and develop. The RI is involved in the day to day running of the home and is up to date with their specific duties including visits and quality of care reviews. Policies and procedures are regularly reviewed so they contain current best practice and statutory guidance. The statement of purpose accurately describes what the service offers by setting out it’s aims, objectives and ethos. Some minor changes to the service user guide are needed so it reflects the homes current management arrangements and the availability of advocacy services.

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
36	The provider is not compliant with Regulation 36(2). This is because we did not see any evidence that staff have received an annual appraisal and staff had not received training in core areas such as moving & handling, medication administration and safeguarding.	Not Achieved
58	The provider is not compliant with regulation 58(1). This is because medication is not being stored and administered in line with best practice guidance.	Not Achieved
16	The provider is not compliant with Regulation 16(1),(3). This is because People's personal plans are not being reviewed in line with regulation	Not 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
N/A	No non-compliance of this type was identified at this inspection	N/A
73	The provider is not compliant with regulation 73(3). This is because the RI has not visited the service regularly within the required 3 months timeframe.	Achieved
80	The provider is not compliant with Regulation 80(2). This is because quality of care reviews have not been completed every six months as required.	Achieved
21	The provider is not compliant with Regulation 21(1). This is because People's personal plans are missing information that protects, promotes and maintains the safety and wellbeing of individuals	Achieved

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