



Inspection Report on

Neuadd Drymmau Care Home Ltd

**Neuadd Drymmau Nursing Home
Drummau Road Skewen
Neath
SA10 6NR**

Date Inspection Completed

25/11/2022

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About Neuadd Drymmau Care Home Ltd

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Neuadd Drymmau Care Home Ltd
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	17 December 2019 & 19 December 2019
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Neuadd Drymmau has a warm, welcoming atmosphere. People feel at home in their surroundings. They are treated with dignity and respect by a team of kind, compassionate staff. Care workers understand what matters to people and are committed to ensuring they have the best possible experiences. They support people to be as healthy and active as possible. People have opportunities to take part in a wide range of activities, championed by an enthusiastic activity coordinator.

People live in a safe, secure environment. The accommodation is comfortable and homely, although improvement is needed to ensure areas of damp and damage are treated promptly. People have access to private and communal areas, which are spacious, thoughtfully adapted and nicely presented overall. The home's equipment and facilities are clean and appropriately maintained.

The home is a family-run business, and the responsible individual (RI) is actively involved in its day-to-day running. There is a strong sense of teamwork amongst staff, who are led by a pro-active, well-respected manager. The service ensures people are cared for by appropriate numbers of staff who have the skills and support to meet their individual needs. The service is open and responsive to feedback, which it uses to drive improvement.

Well-being

The home has a peaceful setting which people find uplifting. One person told us they love nature, "*It feels like I was meant to be here.*" People live in clean, homely accommodation that meets their care and support needs. Rooms are spacious and appropriately furnished, although work is needed to update and repair the décor in some areas. Individual rooms are personalised to varying degrees, offering people a sense of familiarity. The home's communal areas enable people to relax and socialise with others.

People's rights are respected. The service supports people to keep in touch with family and friends. People have control over how they spend their time and care workers empower them to make daily choices. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure people are not unlawfully restricted. Details regarding people's backgrounds and preferred routines are outlined within their personal plans. People have a say in how they are cared for, and action is being taken to formally record their views and wishes during care reviews. The staff team understands and respects people for who they are. People are encouraged to speak out about their experiences and influence decisions that affect their everyday lives.

People experience physical and emotional well-being. We found that people are happy and content in their home:

- *"I wouldn't change a thing, I'm very lucky to be here"*
- *"I've no complaints, they're all really good here"*

People have developed positive relationships with staff who support them to follow their own interests. Risk assessments and personal plans guide care workers in providing individualised care and support that promotes people's health and independence. The service manages medicines safely and ensures people have access to the medical and specialist services they need. People receive good support with their nutrition and hydration. Care workers are attentive to people's needs, providing comfort and companionship which enhances people's well-being. Pets have also been welcomed and accepted.

The service helps protect people from harm and abuse. Extra staff are recruited in advance of new people moving in. This ensures enough staff are available to deliver timely care and support. People are cared for by a safe, skilled workforce as the service recruits and trains staff appropriately. The home's equipment and facilities are routinely serviced and inspected to ensure they remain safe for use. Staff have access to up-to-date policies and procedures and are confident dealing with incidents. Records confirm that staff have completed training in relation to safeguarding vulnerable adults.

Care and Support

Neuadd Drymmau has a homely atmosphere where people experience a true sense of belonging. One person said, “*We’re all a family here.*” People have developed trusting, positive relationships with staff, describing them as “*outstanding*” and “*caring and compassionate across the board.*” A visitor told us the home has “*a real family feel,*” which we observed throughout the inspection. Staff understand what really matters to people and what gives them comfort. We heard conversation flowing freely as care workers spent time supporting people’s emotional and physical well-being. One person told us “*If I’m feeling down all I’ve got to do is call the bell and someone will come and talk to me.*”

The service promotes people’s health and well-being. Care workers encourage people to develop and maintain important relationships. Personal and social profiles capture details about who people are and how they like to be supported. Their care and support needs are set out within individual risk assessments and personal plans. Although regularly reviewed, we saw little evidence that people are formally consulted about whether their plans remain suitable. The service will therefore introduce a review document to reflect people’s views every three months. People told us care workers support them with their medical appointments. Records show that the relevant health and social care professionals are involved in people’s care. Copies of specialist assessments are available within care records and reflected within personal plans. Daily records indicate that people receive appropriate care, in line with their personal plans.

The service manages medicines safely. Internal and external audits help ensure appropriate medication arrangements are in place. Policies and procedures are available to guide staff in the safe handling of medicines. Staff complete training, observations and competency assessments before administering medication. We found storage areas to be clean, organised and appropriately heated and ventilated. The service controls medication stocks well and keeps accurate records. Care workers ensure people receive their prescribed medicines. They help manage people’s pain by completing an assessment tool and monitoring how effective their pain relief is. Medication reviews are carried out routinely and staff contact medical professionals for advice and support when needed.

The service supports people to maintain a suitable diet. We found that catering staff are aware of people’s dietary requirements. This information is available within the kitchen and within care records. We saw that people are provided with food and drink that is prepared according to their individual needs. People confirmed they have plenty to eat and drink throughout the day and are offered choice. One person said, “*Nothing is too much trouble.*” The service listens to people’s views about their meals and makes changes to improve their experiences. We saw care workers assisting people with their meals in a dignified, sensitive way. Care workers monitor people’s weight and keep clear records regarding people’s dietary and fluid intake. This allows action to be taken promptly where there are concerns.

The home has a motivated activity coordinator who explores new activities to cater for people's wide-ranging needs and interests. People told us they enjoy various indoor and outdoor activity, such as film showings, pampering sessions, walks around the grounds and trips to the theatre and local clubs. A professional praised the home's approach to activities and its good links with the community. One person spoke proudly about helping others enjoy musical-based entertainment: "*They're so appreciative but I'm grateful too as it gives me something to do.*" People have been supported to revisit past hobbies, which have brought them much joy. Their hobbies, interests and talking points are identified within activity plans. The home has resources to support individual activities, such as reminiscence cards and sensory packs. Records are kept regarding people's participation in activities and emotional response.

Environment

The home has pleasant outdoor space for people to enjoy. It is set in an elevated position with expansive views of the countryside. People described their home as “*beautiful*.” One person said, “*It gives me a sense of peace. It is so quiet.*” People enjoy spending time in an enclosed garden, where there is an array of plants and flowers, polytunnels for growing vegetables and a canoe that lifts into a bench. There are plans to make the garden more accessible to people who use mobility aids by levelling the access path and creating raised vegetable patches. People spoke proudly about their work maintaining the garden and growing produce for the home. A seating area at the front of the home allows people to relax and enjoy the pond, fountain and generous view. People told us they also like going for walks around the neighbouring fields. The home’s spacious day room opens onto an enclosed patio area, increasing opportunities for outdoor activity. We were told that an impersonator and ukulele band performed there during a successful summer festival.

People live in comfortable, homely accommodation. We saw personal touches within people’s rooms, along with items they value, such as phone, television and music equipment. People’s achievements are celebrated as rooms also contain items they have created during activities. For example, seasonal decorations, clay figures and trinket pots. Some rooms have photo boards and life stories on display to prompt meaningful discussion and help people identify with their surroundings. We observed colour contrasts throughout the décor, which support people’s dementia care needs. Communal spaces are suitably furnished and adapted, enabling people to move around easily. People have a choice of bathing facilities, including one bathroom with a specialist bath, mood lighting and music therapy. Staff told us the owners prioritise the needs of residents, although acknowledged that parts of the home would benefit from repair and redecoration. We observed areas of damp and damage to the décor that need to be treated, particularly within the shaft above the flat roof where mould has developed. The RI told us that renovations stopped temporarily during the pandemic as materials could not be purchased. Additionally, allowing contractors into the premises would have increased infection risks. Despite economic pressures, the service has continued to promote people’s health and welfare. The RI assured us that work to clean and scrape the damp, mouldy area would start imminently. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are measures in place to promote people’s health and safety. CCTV is used externally and a keycode system prevents visitors gaining unauthorised entry. Where appropriate, people use keycodes to come and go as they please. We saw that windows are fitted with restrictors to reduce the risk of falls from height. A call bell system enables people to request assistance from staff. People told us care workers check on them regularly and respond quickly to their calls. A new fire escape was installed during 2022 and records show that fire extinguishers have been serviced within the last year. We observed routine fire safety checks being conducted. Each person has a personal

emergency evacuation plan that can be accessed easily. We saw that chemicals are stored securely. Records confirm appropriate servicing of equipment, with any faults being dealt with quickly. Environmental certificates show that satisfactory gas safety and electrical inspections have been carried out.

The service promotes a good standard of hygiene and infection control. We found rooms and equipment to be clean and tidy throughout. The laundry room has a clear flow system to prevent cross contamination of clean and dirty laundry. We saw care workers wearing personal protective equipment (PPE) appropriately. There is easy access to hand washing facilities and hand sanitiser. Records confirm that staff have completed training in relation to PPE use, infection control and COVID-19. The service was awarded a food hygiene rating of 5 (very good) in May 2022.

Leadership and Management

The service has a stable and experienced team of staff. Records show that staff are safely recruited and vetted by the Disclosure and Barring Service (DBS) every three years. A dependency tool is used to inform staffing levels, which are adjusted as needed to meet people's needs. The service has faced recruitment challenges due to the pressures of the pandemic and poor pay incentives within social care. Staffing rotas show that the service consistently maintains safe staffing levels, with absences covered by the team. A staff member said, "*We all help each other.*" Staff feel that current levels allow them to provide good quality care. They are clear about the on-call arrangements should they need support outside usual working hours. The manager recognises staff's hard work and strives to accommodate their personal commitments and protect their private time. This has helped keep sickness levels and turnover at a minimum.

The home has a strong leadership and management team. Residents and staff value how visible and approachable the owners and manager are, praising their drive and dedication. One person said, "*They all work really hard.*" We saw people being encouraged to express their views and consider how their experiences might be improved. Staff also feel confident approaching the management team with any queries or concerns:

- "*Door's always open*"
- "*There to help if anything is wrong*"
- "*Can always go down and bend their ears*"

Staff described the manager as "*amazing*" and "*marvellous*," and we found morale to be high despite COVID-19 pressures. Staff cherish their relationships with residents. They said, "*I think we've always been one big, happy family*" and "*It's a pleasure to come into work.*" Records show that staff receive regular supervision, annual appraisals, and a range of mandatory and specialist training to assist them in their roles. They are also supported to register with Social Care Wales. Staff told us their training is "*really good*" and their specific requests are accommodated. Nursing staff praised the quality of care workers' record keeping and their ability to recognise and report changes in people's health. Information is shared effectively through verbal handovers and a communication book.

There are systems in place to monitor and improve the quality of the service. The report from the home's latest quality of care review provides a good insight into the positive outcomes people have achieved following change. For example, people have been empowered to make decisions regarding outings and been given better access to facilities. The service has also appointed a dementia champion and aims to develop staff training further. The RI completes reports every three months following formal assessments of the service. We noted that reports do not reflect the views of staff, which the RI must gather during formal visits. The RI agreed to reflect these within future reports.

Policies and procedures are available to support safe practice, and these are kept under review. Staff spoke confidently about the process for keeping people safe, which includes responding to serious incidents and reporting safeguarding concerns. Records show that staff discuss policies and procedures during their formal supervision and annual appraisals. Overall, we found that the home is achieving its aims and objectives as set out in its statement of purpose. This is a document that sets out the vision for the service and demonstrates how it intends to provide the best possible outcomes for the people it cares for.

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

44	<p>There are areas of damp within the home and extensive mould in the shaft above the flat roof. There are also areas that would benefit from redecoration due to minor damage and wear.</p>	New
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