



Inspection Report on

Mill Row

Swansea

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/12/2022

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About Mill Row

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Tan Yr Allt Lodge Ltd
Registered places	4
Language of the service	Both
Previous Care Inspectorate Wales inspection	22nd December 2021
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 service provides a good standard of care and support to people. All feedback received from people and a relative was very positive and complimentary. There are robust and thorough personal support planning processes in place. A new electronic support planning and recording system is currently being piloted in the service. People take a full and active part in planning their care and support needs and are regularly consulted about this. Personal support and risk plans are thorough and regularly reviewed. People are supported to participate in household activities and to access the community on a regular basis. Recording of medication administered to people and audits of this need improvement.

People are supported by a dedicated team of well trained and experienced care workers and a manager who have worked in the service for many years. The manager is now registered with Social Care Wales (SCW – the social care staff regulator). All care workers are very knowledgeable about the needs of the people they support.

People live in an environment that meets their needs well and is homely, clean and well maintained. The Responsible Individual (RI) is in regular contact with the service and there are good oversight and governance arrangements in place.

Well-being

People are treated with dignity, respect and involved in decisions regarding their care and support. We observed care workers supporting people in a friendly relaxed manner with positive and supportive interactions. The service operates a 'keyworker system' which means there is an identified member of staff who has particular responsibilities for ensuring people are involved and consulted. Electronic support files seen, indicate people's needs are fully considered including their own wishes, choices and preferences. We found personal plans are current and give a good reflection of the support needs of people. Risk assessments are detailed and thorough to ensure people are supported safely. People spoken to, care workers and a relative confirmed the care and support provided is of a high standard. There is good continuity of care and many of the care workers have worked in the service for years.

People's physical, mental health and emotional well-being is promoted. People are supported to access the community as appropriate and have a varied activities programme available to them in the service. People are supported to maintain relationships and we saw positive examples of how the service is supporting this. There are procedures in place for the recording, storing, and auditing of medication. This needs improvement to ensure medication administration and documentation fully meets the required standard. People are supported by care workers who know them well and seek health assistance quickly to support them appropriately when required. There are specialist healthcare practitioners employed by the provider who support service delivery.

People are protected from harm and neglect. All care workers have received updated safeguarding training and those spoken with are aware of their responsibilities and procedures to report any concerns. Policies and procedures to guide care workers are in place which have been reviewed and updated where necessary. There are good oversight and governance arrangements in place overseen by managers and the RI. The current Statement of Purpose (SoP) provides an accurate description of the service provided. The current manager of the service needs to complete registration with SCW.

People live in a home that is safe, secure, and homely. There is a sign-in process to enter and leave the premises. The service is maintained well, and all mandatory safety checks are completed according to current regulation. The service is clean and comfortable, and bedrooms are personalised where appropriate to give people a sense of belonging. There are robust infection control and Covid 19 policies and procedures in the service.

Care and Support

People are provided with a good standard of care and support which considers their personal wishes, needs, risks and goals. The provider has recently invested in a new electronic online support planning system which is currently being piloted in the service. The provider has a thorough and current online personal plan detailing how care is provided. Personal plans demonstrate what matters to the person and how best to support them to achieve their identified goals. Appropriate risk assessments are in place to correspond with these plans. People's ability to be involved in care planning is considered and the appropriate legal measures are in place where necessary. Recording of support given is detailed and evidences, needs and goals are monitored and regularly reviewed. Records also link to specific outcomes documented in support plans. People have a nominated care worker who is responsible for updating support information and ensuring the individual is involved and consulted in care planning. Activities are structured and planned around the needs of people. We saw people are supported to access the community routinely and engage in activities within the service on a daily basis. The provider operates other care homes nearby and there are opportunities for people to socialise and participate in these other settings as well. A person informed us; *"I am happy living here and no complaints or worries. Staff are very good and supportive"*. A relative told us; *"Could not be in a better place. Nothing bad to say about it at all. The staff are all really good and they keep in touch and give me updates"*.

People have access to health and other services they need. We read documented health information including appointments, outcomes and actions which is stored in a section of the support file. People are supported to attend healthcare appointments as necessary in relation to their physical and mental health. The support is further enhanced by the availability and provision of specialist healthcare practitioners employed by the provider including nurses, physiotherapists, and occupational therapists. Many care workers in the service have been in post a number of years and know people very well. This enables them to identify any health deterioration quickly and to seek support when needed. The manager told us the service is fully staffed and very settled currently. We saw very caring, polite, and supportive interactions between people and care workers throughout the inspection visit.

There are generally safe systems in place for the management of medication and care workers assisting people with medication are trained and deemed competent to do so. We saw medication is stored securely in a locked cabinet in the office. Records of daily temperature checks were seen to ensure safe storage of medication. However; we saw a few gaps in medication administration records (MAR's). This was discussed with the manager who told us this will be followed up. The RI also told us they would arrange for an external professional to complete a thorough audit of current medication procedures to ensure improvements are made. While no immediate action is required, this is an area for improvement, and we expect the provider to take action.

Environment

The provider ensures that people's care and support is provided in a location and environment with facilities that promote people's well-being and safety. We looked around the service and found the communal areas to be homely, clean, comfortable, spacious, light, and well maintained. At the time of inspection Christmas decorations were in place in the communal lounge and kitchen area. We saw people had their own personalised items in their bedrooms. People told us they enjoy living in the service and we saw people using the communal areas and having positive interactions with care workers. There is a secure office area where files are stored appropriately. There is a front and rear garden area where people can spend time. The building is safe and secure, all visitors are required to ring the doorbell and complete a visitor's book on entry.

We saw mandatory fire safety checks take place routinely and certificates for gas, fire detectors, fire extinguishers, electricity and electrical equipment are all up to date. Fire exits are free from any obstacles. All maintenance, environmental safety checks and repairs when necessary are carried out by an onsite team. We viewed a well organised maintenance file that detailed safety checks are completed and recorded appropriately according to regulation. Personal emergency evacuation plans (PEEP's) are in place for individuals. All Control of Substances Harmful to Health (CoSHH) substances are stored securely and safely.

Leadership and Management

The provider has arrangements in place for the effective governance and oversight of the service through ongoing quality assurance processes. We saw the recent bi-annual quality of care report. The report is very detailed and includes feedback from people and staff in the service. The report indicates what the service is doing well and includes further improvements for the future. We saw the RI is in regular contact with the service. The manager is now registered with SCW as the registered manager of the service. We saw policies and procedures have been reviewed and where necessary updated. The service's SoP has been reviewed and accurately reflects the service. There is a detailed and clear guide to the service for people and relatives. All policies and procedures are available in the Welsh language as requested. There are no Welsh language speakers currently residing in the service. Some care workers are fluent Welsh language speakers. Care workers told us staffing levels are good and the manager stated that all rotas are fully covered. The appropriate agencies including Care Inspectorate Wales (CIW) are notified where necessary of any significant issues affecting people or the service. The manager told us the service is really settled and there are no current concerns or complaints.

People are supported by a dedicated team of care workers who have been recruited safely and are well supported in their roles. Many of the care workers have worked in the service for years and are very familiar with the needs of the people being supported. We looked at three staff personnel files and saw appropriate pre-employment and recruitment checks are in place. References and up to date Disclosure and Barring Service (DBS) checks are on file. The training matrix seen shows almost all mandatory training requirements of the provider are up to date. This includes infection control, safeguarding, health and safety, fire awareness. Also, specialist training including acquired brain injury, diabetes, learning disability, epilepsy and behavioural support. Care workers spoken with confirm they attended safeguarding training and understand their responsibility in relation to this. There are detailed and thorough safeguarding policies and procedures in place to guide care workers. We saw staff receive routine formal supervision and an annual appraisal. Care workers spoken with are complimentary of the training and support they receive. Comments from care workers included: *“amazing service the manager is wonderful, kind heart and really supportive”*. Also; *“we have very caring staff, that work hard and understand each individual, and the care we provide. We all have our supervisions at the appropriate time, person centred care is very important and the right to choose where appropriate”*.

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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67	A full inspection took place on 20th December 2022. Although a manager is appointed in the service they are not yet registered as such with Social Care Wales.	Achieved
21	A full inspection took place on 20th December 2022. As part of this an audit of medication administration took place. There were some gaps seen in medication records with no explanation.	New

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