



Inspection Report on

Cartref Annwyl Fan Care Home

**Cartref Annwyl-fan
Colonel Road
Betws
Ammanford
SA18 2HW**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

26/10/2021

12 November 2021

Welsh Government © Crown copyright 2021.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk
You must reproduce our material accurately and not use it in a misleading context.

About Cartref Annwyl Fan Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Cartref Annwyl (Ammanford) Limited
Registered places	70
Language of the service	Both
Previous Care Inspectorate Wales inspection	20/02/2020
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people who use, or intend to use their service.

Summary

People receive a good service through a knowledgeable manager and committed staff team. The Responsible Individual (RI) has good oversight of the service. The service is monitored through quality audit tools and the RI's Regulation 73 visits.

People's individual health and wellbeing are important to those providing the care and support. People living in the service and their relatives have corroborated this. Consideration should be given to ensure the details about individuals and their needs are fully documented to give a better sense of them.

The environment is safe and appropriate infection, prevention and control measures are in place in line with Public Health Wales guidance. An extensive refurbishment programme is in progress.

Well-being

People's choices and views are recognised. People are supported to take part in one to one and group activities of their choice. The RI seeks the views of people living and working in the service during actual and virtual visits. People can personalise their bedrooms with items important to them such as furniture, ornaments, photographs and artwork. People are offered choices of meals and refreshments with alternative options readily available. People are able to participate in a range of activities, hobbies and interests that they enjoy.

People are protected from the risk of harm and abuse. Care workers speak caringly about the individuals living in the service and have a good understanding of people's needs and how to meet these. Care workers interact with and support people in a caring and thoughtful manner. Care records provide information about the needs and preferences of people; however, more details are required to give a better sense of the individual. Care staff are clear on their responsibilities to protect people and this is supported by policies, which are regularly reviewed and updated.

Appropriate infection control measures are in place and staff are clear about their role and responsibilities around infection, prevention and control. The service is clean with no malodours, and there is an extensive programme of maintenance and improvements. Recruitment measures ensure staff working at the service have the right skills and approach to care. The service liaises with health and social care professionals to ensure people remain as healthy as possible.

Care and Support

Dedicated staff have a good understanding of the needs of the people living in the service. Interactions are positive and caring, staff members spoke enthusiastically about supporting individuals and working in the service. One care worker told us *"It can be hectic here, but I like the pace"*, *"looking after our residents and keeping them safe is our priority"*. People and their relatives told us they are happy with the care they receive and praised the care staff; *"it's lovely here, they are all really good – I'm enjoying myself"* and *"I find the staff really good and helpful"* *"I think my sister is enjoying living in the home, she does have down periods, but the staff are so caring"*.

People are able to participate in regular group and individual activities. We saw a number of people joining in different activities during our visit. People told us they enjoy the regular activities with their friends. Individuals are able to pursue hobbies and interests as one person told us *"I like doing art"* and showed us the artwork they have completed displayed on their bedroom walls.

There have been some concerns raised about the visiting policy of the organisation during the Pandemic. However, feedback from all relatives and people we have spoken with is positive including; *"I have no issues with the visiting routine in the home. I did find the visiting pod strange but now I visit in her bedroom"* and *"I don't have any issues with the visiting – I understand the restrictions and have never felt pressurised by staff during my visit"*.

The kitchen has a five star food hygiene rating with varied menus offering daily choices. Meal times appear to be a very positive and enjoyable social event. We observed well-presented meals delivered to people who ate in their own rooms. Two people told us *"the meals are very tasty!"* and *"beautiful"*.

Sufficient staffing levels are in place to meet the care needs of people living at the service. Care staff told us there have been issues with staff sickness due to the Pandemic but they have supported each other by covering shifts. Care workers respond to requests from people in a timely manner and interactions are friendly, respectful and unrushed.

Care staff have access to electronic care records, which outline the support people, require to remain healthy. Plans provide information about the needs of people; however, more detail is required to give a better sense of the individual. Health and social care professionals are involved with people and this is well documented in their care records. There are appropriate measures in place for the safe storage, administration and recording of medication. Care staff have a good understanding of safe medication practices and a good knowledge of the use of specific medications to support people living with Dementia.

The service promotes hygienic practices to reduce the risk of infection. Staff wear appropriate PPE and adhere to the current Public Health Wales (PHW) Guidance. The manager has worked with Environmental Health and the Local Health Board to ensure the service is meeting its obligations around infection, prevention and control measures. Policies and procedures are in place to support good practice, care staff are clear on these, and their responsibilities around protecting people from infection.

Environment

Arrangements are in place to minimise risks to people's health and safety. Testing and servicing of fire-fighting and moving & handling equipment are carried out within the required timescales. Personal Evacuation Plans are individualised and readily available in emergencies. Emergency alarms are accessible and when activated are responded to in a timely manner.

Infection, prevention and control measures are in place because of the pandemic, there are sanitation and PPE stations located throughout the home. COVID-19 testing procedures are in place for all visitors, who come to meet their relatives at the service. The bins in communal areas should be replaced with foot operated pedal bins to reduce the risk of cross contamination. Substances hazardous to health are stored safely and communal areas are uncluttered and free from hazards. There are thorough maintenance checks, servicing and audits. The environment is clean and free from malodours.

The environment supports people to achieve their personal outcomes. The layout of the service enables people to use the facilities available to them safely. Décor and signage throughout the service is designed to stimulate and assist orientation. There are a number of communal and quieter areas for people to meet depending on their preference. People's bedrooms are personalised with items of furniture, ornaments, photographs and artwork. There is an extensive refurbishment programme in progress and all efforts are being taken to limit disruption to people living in the service.

Leadership and Management

There are good governance arrangements in place. The RI has undertaken Regulation 73 visits both virtually and physically at the service during the Pandemic. CIW have been provided with copies of reports that demonstrate people and staff are spoken with as part of his visits to the service. Staff and people living in the service confirmed this with us. There are a range of monitoring tools and audits undertaken by the manager and senior managers. Actions required from these audits are acted upon and reviewed regularly.

Staff are knowledgeable, competent and able to care for people living in the service. Staff told us they feel well supported by the manager and in the main by the organisation; a care worker said *“as a manager she is Fab! I can approach her for anything”*; *“(Manager) Brilliant to get on with”* and *“Caron Group could do more to recognise all the hard work done by carers over the last 18 months –although we did have a bonus payment for Christmas 2020”*. Staff feel confident should they have a concern they can speak to a member of the senior team and their concern would be listened to and acted upon; *“I can speak to the nurse or the manager if I have a concern. I have confidence that I would be listened to”*. We also saw staff following appropriate infection, prevention and control measures and they were able to explain to us their responsibilities in reducing the spread of COVID-19.

Staff records show they receive a comprehensive induction, have regular supervision and an annual appraisal. Consideration should be given for senior carers to receive supervision and appraisal training to better equip them in their role. Staff attend a range of mandatory and service specific training and the service’s training matrix corroborated this. Care staff told us about the training they have attended and were able to demonstrate a good understanding of their role in the protection of individuals and safe moving and handling procedures. There are up to date and regularly reviewed policies and procedures in place to support staff. Recruitment records hold all the required information and checks.

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

	inspection	
--	------------	--

Date Published 13/01/2022