



# Inspection Report on

**The Grange Residential Home**

**Tenby**

## **Date Inspection Completed**

19/10/2023

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## About The Grange Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Lawreline Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	7 November 2022
Does this service promote Welsh language and culture?	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

The Grange has a small team of motivated and dedicated staff who have a very good knowledge of people and what is important to them.

Relationships between people who have made the Grange their home, and those working there, are very good, with staff knowing people and their families, well.

The atmosphere is relaxed and comfortable with people able to spend time together or in their own personal rooms.

There is a strong emphasis on quality with some effective governance processes in place to make sure staff are suitably trained, supported and understand the importance of person-centred care.

## Well-being

People are safe and protected from harm, abuse and neglect. This is because workers know their responsibilities in relation to safeguarding and feel confident about raising any concerns they may have. They are certain the manager would take the actions necessary to make sure people are safeguarded.

The staff team work closely together and are effectively led by a manager who is experienced and committed to providing people with good quality and person-centred care. People really are at the heart of the service and staff are flexible in respect of the hours they work, to make sure people's needs are most effectively met.

The physical environment contributes positively to people's well-being. It is clean, comfortable and well maintained. The gardens are similarly well maintained and accessible for people.

There are opportunities for people to do things they enjoy, with staff encouraging and assisting them to attend and take part in activities within the local community. The important role of relatives is understood, and they feel welcome at the service.

## Care and Support

Paper care records are maintained, and care plans are reviewed monthly. These are updated following changes in need and contain information about how care and support is to be offered. There are care and support plans for a range of areas including and how and when the individual likes to be assisted with their personal care; activities enjoyed and how to recognise any signs that the person is becoming unwell or distressed.

A new daily recording system is being trialled, and daily entries are personalised and informative.

Physical health needs are met. Staff accompany people to routine dental and opticians' appointments as well as making sure physical health checks are completed and vaccinations are up to date. Staff have a good understanding of the way some people's needs are changing and seek the appropriate support to make sure these needs are most effectively met.

Some people spend time away from the service doing things they enjoy. This includes going to a local centre where they like to spend time with others, and also doing some craft or learning based activities. Within the service, some enjoy having responsibilities for helping with meal preparation, and also to help out in the gardens when they are able.

People have very good relationships with each other, and with those who support them. One described the others who live and work in the service as "*best friends in the world*" and staff corroborated this, describing individuals as "*part of the family*". One person described the staff as "*nice*" and told us there are always staff about if they need anything or to chat to. Relatives are equally positive about the relationships people have with staff, with one saying "*they love and look after X*"; and another described the care as "*good*".

All the relatives spoken with have a high level of confidence in the service and are able to visit at any time. They are kept informed about any changes and are involved in individual's care.

## Environment

People live in a service which meets their needs. Accommodation is provided over two floors.

The lounge is comfortable and homely. Meals are eaten in the main kitchen which is also comfortable.

People have personalised their rooms with photographs, ornaments and soft furnishings; and they are clean and in good decorative order.

The gardens are a particular feature of this service. They are extensive and very well maintained. Some people enjoy having responsibilities for the gardens and working in them with staff.

There is an ongoing programme of maintenance to make sure the property is well maintained, and retains some of its attractive and original features.

The kitchen has recently been awarded a score of four by the Food Standards Agency, which is a 'good' rating.

Records are safely stored in the office to ensure confidentiality.

## Leadership and Management

There are some effective and robust governance arrangements in place to monitor quality. The Responsible Individual (RI) and manager work closely together to make sure there is an ongoing process of review. They share the values of the service in respect of person-centred care and support and have a comprehensive knowledge of people and those who are important to them. The quality reports show a range of areas are considered, including the environment, records and training.

The staff team is small; flexible; effectively led and appropriately trained. The training records show staff have completed training in a range of areas to make sure people's needs and emerging needs are effectively met. People and their relatives consider staff to be skilled and suitably trained.

Staff are able to raise any ideas or concerns they have and feel listened to. Supervision is up to date, and in addition, because the staff team work so closely with each other, they are able to talk on a more regular and informal basis.

Workers are appointed following a safe and robust recruitment process. All staff have been in post for a long time, and the files contain the required information, such as references; training and supervision. Most DBS checks are up to date with one renewal awaited.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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