



Inspection Report on

The Grange Residential Home

Tenby

Date Inspection Completed

07/11/2022

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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	8 June 2021
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 who have made The Grange their home are supported by a small team of experienced and dedicated staff.

Staff know people very well and have shared values of person-centred care and support.

The atmosphere at the service is friendly and relaxed. People describe themselves as friends and describe the staff as kind. Staff say people are like their family.

There have been some improvements to the physical environment, and further improvements are planned.

The service is managed skilfully, and the processes in place to monitor quality are robust. Improvements are needed to ensure an up-to-date record of people's day to day activities and well-being are recorded.

Well-being

People are safe and protected from harm. Workers know their responsibilities in relation to safeguarding and incidents are appropriately managed and reported.

People's needs are met by workers who are motivated by their work and committed to delivering high quality care and support. They are friendly, skilled, caring and work well together. Workers are also appropriately trained and supervised.

The physical environment contributes to people's well-being. It is clean, comfortable and homely. The ongoing programme of maintenance and redecoration with enhance the environment further.

People are able to do things that are important to them, and workers are flexible in their approach to make sure, as far as possible, people are assisted with activities and spending time away from the service.

Care and Support

People are cared for by workers who know them exceptionally well. Staff show a high level of affection, and describe people as *"like their family"*. The service is comfortable and a real home. People describe those they live with as their friends and they speak about each other in a warm way.

In addition to people and workers getting on well with each other, they enjoy the company of the pets who live at the service also.

Care workers are able to recognise when people are becoming unwell, and when they need a medical review. Dental and opticians appointments have been attended and people have had their annual physical health checks as well as any necessary vaccinations.

People's needs are increasing, and the provider is committed to continuing to support them. To do this, work is being done for everyone to have a bedroom on the ground floor. Additional staff training will be arranged as necessary.

There is an understanding of the importance of good nutrition. People are involved in meal preparation and are encouraged to make choices about what meals they have. Meals are made using fresh ingredients and there is very little reliance on processed food. People are complimentary about the quality of the food and staff have a good knowledge of people's likes and dislikes.

People can do things that matter to them. Some people go to local groups; for courses and visiting local areas. People enjoy helping in the property and the gardens. During the inspection, people were enjoying a day in the service, watching TV and chatting together.

Care records are detailed and informative. They are regularly reviewed and provide an up to date record of people, their health and their needs. The provider is looking at the best way to capture relevant daily information, which can be used to inform care plan reviews, and to identify any changes.

Environment

People live in a service which is suitable for their needs. There is a comfortable lounge and the kitchen/dining area is open for people to use. Bedrooms are comfortable, clean, and have been personalised with photographs, ornaments and soft furnishings. People have chosen the colours for their rooms.

The service is clean and well maintained. There are no malodours. Parts of the home retain some attractive original features.

The gardens and outside space are a particular feature of this service. Time and effort has been spent on these areas which are interesting and pleasant places for people to spend time when the weather permits. Some people have assisted with the work to enhance these areas.

There is an ongoing programme of maintenance. A bathroom has been refurbished and another redecorated. A new porch is to be built at the back of the property meaning people can use the exit nearest to their lounge. The property is protected by CCTV and visitors are required to sign in, meaning staff know who is in the service at all times.

Processes are in place to make sure equipment and services are in good working order and appropriately maintained.

Leadership and Management

There are some robust and effective governance arrangements in place to monitor quality. Records show there is a focus on quality.

Both the responsible individual (RI) and the manager are in the service daily. Because the staff team is very small, all are flexible in their approach and do whatever is necessary to ensure people's needs are effectively met.

Care workers have been in post for a long time, and staff files contain references as well as evidence of supervision and appraisal. Whilst they are easy to navigate, they do contain some old and out of date information.

Care workers share the values of the service which focus on person centred support. They know the importance of dignity and respect and strive to uphold these values. Staff feel valued and able to raise any ideas or concerns and are confident of having a helpful and timely discussion about these.

Staff consider they have had the training necessary to carry out their duties. The training matrix shows some training is out of date. This includes Moving & Handling training, but no one currently requires staff to be trained in this area. Most other training is up to date. We have asked the provider to consider any additional training requirements to make sure staff have the skills needed to care people as their needs change and increase.

There is always at least one member of staff on duty, and additional staff can be called on as needed. On the day of the inspection, there were three workers in the service.

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