



Inspection Report on

Richmond House Care Home

**71 Brighton Road
Rhyl
LL18 3HL**

Date Inspection Completed

10 February 2022

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About Richmond House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Richmond House (Rhyl) Ltd
Registered places	35
Language of the service	English
Previous Care Inspectorate Wales inspection	This is the first inspection since re-registration under RISCA.
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language.

Summary

People's needs and preferences are met by staff who have worked at the home for many years and are very familiar with people's needs, likes and dislikes. They show kindness, patience and compassion towards people in the home and respond promptly when needed. Personal care needs are documented and stored where they are accessible to staff. Personal plans are not up to date but there are other records containing the required information. Food is varied, appetising and nutritious and people have a choice of options. The cook has worked at the home for many years and caters for people's various preferences and specialist dietary needs.

Activities are varied and stimulating and considered an important, crucial part of the care here with an activities organiser employed five days a week for a whole day. It has been difficult arranging appointments and reviews during the pandemic but persistent efforts to secure appointments is necessary to help ensure people get the advice they need when they need it. The accommodation provides four lounges to suit people's preferences and there is a pleasant outdoor space allowing people to enjoy the sun and take a walk. Some alternative storage solutions would help ensure more discreet storage of personal products.

Well-being

People have control over their day to day lives and are treated with dignity and respect. Daily routines are carried out in accordance with people wishes with choice around time of rising in the morning and going to bed at night, meal options, where to spend the day within the home and whether or not to participate in the variety of activities offered. A person is employed to provide varied and stimulating activities from 8:30 to 4:00 p.m. Monday to Friday. People's preferences are recorded and the staff, who have worked at the care home for many years, are familiar with what people like to do.

People's health is monitored to help ensure they are as healthy and happy as they can be. Nutritional advice is sought, mental health is monitored and reviewed by visiting professionals although this has been challenging during the pandemic. Dental reviews are required, and although appointments are currently difficult to arrange, the manager should persist with their efforts to ensure people's needs are met as quickly as possible.

People maintain family relationships through the service visiting arrangements. At present these are limited to appointment only and within time slots and these arrangements are set out in a visiting policy. A visitor's room allows for privacy.

People live in a home that supports their well-being and helps them to make independent choices. Rooms are safe and free from trip hazards. There is equipment to help reduce the risk of falls while people are mobile. Sensor pads alert care staff when someone gets out of bed at night. There is room to walk around outside the home, and the garden provides seating and shade in the summer. Potentially poisonous prescribed emollients in personal bathrooms posed a risk and required immediate removal. Personal products left on display in rooms compromising dignity and these must be stored more discreetly.

Care and Support

There is accurate and up to date information about people documented in individual files which include personal plans. Care staff know how to meet people's needs because they have worked in the home for many years and are familiar with the people living there. The handover and handover sheet clearly alerts care staff to any changes and instruction and advice from professionals is recorded. An active offer of Welsh language is not provided in this home, no documents are available in Welsh. Personal care plans are fundamental in instructing carers on how to deliver care and these have not been reviewed in a timely way. Although the information required to meet people's needs is readily available for staff in other forms, we note this is an area for improvement and we expect the provider to take action.

People are provided with care and support they need through consultation with them and their family. Their preferences, personal wishes and specialist needs are respected and catered for. We saw how people have choice about daily routines, meals and activities. Not all people were out of bed when we arrived as some preferred to get up later. A menu illustrates meal options available and when mealtime was observed we saw evidence of this. An activities co-ordinator ensures a variety of stimulating activities, including opportunities to exercise through dance. People were engaged and smiling while they participated, some chose only to watch.

Records illustrate how risks are managed such as dietary needs and risk of falls. Where the need for a specialist diet has been devised, a list of these specialist diets and personal preferences is posted in the kitchen to remind staff. Comprehensive falls risk assessments have been completed and equipment is in place to help minimise incidents.

Caring care staff provide support in a patient, friendly way. Meal time is unrushed and those who need support receive it in a calm, encouraging manner. We heard encouragement and saw prompting where people had left their meal untouched. We saw one meal taken away to be rewarmed after a person had left their food untouched for some time. The service's questionnaire responses, cards and letters of thanks evidence relatives' gratitude and satisfaction with the service. People's privacy and dignity is respected. One person felt ill during the lunch and a care staff tended to them discreetly, ensuring his privacy and dignity.

People are supported to access most healthcare and other services to maintain their ongoing health and well-being. Records show how mental health practitioners visit to assess residents when required, although the recent pandemic has caused delays in some cases. We spoke to one person who complained about loose dentures; their care file records this as an issue and instructs care staff to apply denture adhesive but fixative had not been successful. The pandemic has made arranging dental appointments more challenging but every attempt should continue to be made. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The service promotes hygienic practices and manages the risk of infection. There are policies, which we observed care staff following. Sanitising stations are situated around the home and all visitors currently have to take Covid tests. Relatives arrange visits through appointments only at present, and there are time restrictions. A policy outlines current

arrangements. Care staff also have tests three times weekly to ensure they are not infected with the coronavirus. The home is clean throughout.

Environment

The service is provided in a purpose built home with lots of space and choice of lounges to use. The main lounge has a large 65" screen television making it visible to even those people with impaired vision. This has been used for video meetings with relatives during the pandemic. The rooms are satisfactory although we saw personal products stored indiscreetly and potentially poisonous, prescribed emollients kept in view and available to people occupying those rooms. We are informed these have now been removed although more suitable, discreet storage is still needed for the personal products. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The outdoor space is pleasant and provides seating and a gazebo in the summer months. We saw two people taking advantage of the path around the home for walking. There are orientation signs including photographs in memory boxes outside the door of the people's rooms. A summary of care information sheet is discreetly placed behind this photograph to remind care staff. We saw people walking around using their mobility equipment and others walking slowly with care staff support. The availability of four lounges enables people to spend time in quieter areas of the service and see visitors in private. There is very little signage in Welsh although people in the service currently speak English.

The service provider has systems in place to identify and mitigate risks to health and safety. The call system is not intrusive but enough to alert staff, who carry call system devices with them at all times. There is equipment to reduce the risk of falls at night which alerts staff if people get out of bed and are away from their beds for longer than usual. A maintenance record shows all staff are alert to issues requiring attention and the maintenance person addresses these promptly.

Leadership and Management

The service provider has governance arrangements in place to support the smooth operation of the service and ensures a quality of care and support that helps people achieve their personal outcomes. The manager, deputy manager and responsible individual (owner of the service) were present on the day of our unannounced visit. Care staff confirmed the manager has an open door policy and staff feel comfortable going in to talk with them. A quality review is conducted annually and we saw one that had been completed for 2020 – 2021. The views of staff, residents, families, and professionals had been gathered and the responses we viewed, confirm their satisfaction with the service. Most staff have worked at the home for over four years with some being there for ten years. Comments included '*I love working here, it's home from home*'; '*management is easy to talk to*'. Records show staff have regular opportunities for one to one meetings with management. Management consider the development of staff to be important; some have gone further with their careers having received support to study while working in the home.

Individuals are supported by a service that provides appropriate numbers of staff who are suitably fit and competent. We saw rota's that show the sufficient numbers of staff on duty every day. We saw no residents left unattended and call bells were responded to promptly. The layout of the building means people can be seen and heard immediately by care staff. Training records show there are mandatory areas of learning and development and dementia care is included. In the last two years, staff have been trained virtually rather than face to face but as the pandemic's visiting restrictions lift, the responsible individual aims to resume face to face training. Employee files were seen and these contain the information necessary to ensure they are safely recruited.

The service provider has oversight of financial arrangements and investment in the service so that it is financially sustainable and supports people to be safe and achieve their personal outcomes. The responsible individual is at the home on a daily basis and has good oversight of the service. The service has maintained a steady occupancy level through the pandemic and has purchased a large screen television to aid with zoom meetings and to enhance quality of entertainment for residents. We saw all areas were well maintained although furniture to aid more discreet storage of personal products in bedrooms would benefit people. The cook confirmed her requests for supplies of various foods are always met and delivery of food continues at the required frequency.

