



Inspection Report on

Perrots Lodge

**Perrots Lodge
Avallenau Drive
Haverfordwest
SA61 1XN**

Date Inspection Completed

20/12/2022

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About Perrots Lodge

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Elliots Hill Care Ltd
Registered places	8
Language of the service	English
Previous Care Inspectorate Wales inspection	20 May 2021
Does this service provide the Welsh Language active offer?	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

People who have made Perrots Lodge their home are supported by a small team of experienced and dedicated staff.

Care workers know people well and are motivated to provide person centred care and support. Care is not rushed and workers consider they have the time they need to spend with people.

The atmosphere in the service is calm, friendly and well organised. People, and their relatives speak highly of the care workers, with one saying *“they have X’s best interests at heart”*, resulting in relatives having a high level of confidence in the staff team. This is corroborated by people who told us *“they are wonderful... I can’t fault them”*.

The service is skilfully and effectively managed by an experienced management team where the focus is on quality and building a motivated and well-trained staff team.

Well-being

People are safe and protected from harm. Workers know their responsibilities in relation to safeguarding. They would report any concerns to their managers and are confident these would be appropriately managed and reported. Access to the service is monitored by care workers, meaning they know who is in the building at all times.

The physical environment contributes to people's well-being. It is clean, spacious and well maintained. There is also outside space which is safe and in good order.

Staffing levels; motivation and a commitment to person centred care means people can do things which are important to them. Independence is encouraged where possible.

People get the right care and support with workers recognising if people are becoming unwell and making the necessary referrals. Good nutrition is encouraged with care workers encouraging a healthy and well-balanced diet.

The service understands the importance of maintaining contact with people's relatives and others who are important to them. One relative said they always get a good welcome and described the service as "*an open house*". Relatives are contacted if there are any changes in people's health.

Care and Support

People receive care and support from workers who are friendly and who know them well. One person said *“they (the care workers) are just so nice”*, and gave the worker a hug. Another described the workers as *“like family”*. Relatives are also complimentary about the service with one saying *“X has made such progress”* and another said *“Staff are so kind and attentive”*. Comments made by workers demonstrate they like and respect the people they support.

People’s physical health needs are met. They are assisted to attend for dental and opticians’ appointments. Care workers know how to recognise signs of skin pressure damage and have the equipment they need. Care workers told us people who needs this level of assistance, are repositioned as set out in the care plan, but records do not always provide evidence of this, with gaps in the records. We discussed this with the manager who plans to discuss this at the staff meeting to ensure records are kept up to date and provide a full record of people’s care and support. Referrals are made to health professionals as necessary.

Care records contain helpful key messages including what must and must not happen; how the person likes to spend their day and what matters most to them. They contain records of appointments and how people have spent their time. Care workers find the records helpful and have time to read them. People, and their relatives, consider care workers know them and know what is important to them.

People can do things they enjoy. Some people are encouraged to maintain a level of independence by preparing some of their own meals. One person was out shopping during the inspection and others had recently made some garden decorations. Most people consider they have enough to do but one said they were *“bored”* and the opportunities to do things had reduced.

Environment

People live in a service which is suitable for their needs. Accommodation is on one floor making it easy for people to get around the property.

One person was proud to show us their bedroom and all have en-suite facilities and are comfortable, with most being personalised with photographs and ornaments. There are additional bathrooms for people to use as well as two laundry rooms.

The kitchens are open and accessible for people to make their own meals, either independently or with assistance from care workers.

The service is clean, with one relative describing it as “*spotless*”. It is well maintained and in very good decorative order.

Processes are in place to ensure equipment is regularly serviced, and therefore safe.

Outside space is accessible and in good condition.

Leadership and Management

There are some very robust and effective governance arrangements in place to monitor quality. The manager completes a detailed and reflective review of the service, setting out areas in need of improvement as well as the areas where the service is doing well. The RI has good oversight of the service and visits regularly.

The quality checks completed by the provider shows people are very satisfied with the service.

Quality audits are carried out and this includes the environment and safe administration of medication.

Professional development is encouraged, with some workers being promoted within the organisation and taking on additional training. Care workers say they have had the training to safely and effectively carry out their duties and the training matrix shows most staff do have up to date training, but there are a few gaps.

Supervision is up to date, and care workers feel they have balanced feed-back on their work and are encouraged to discuss any ideas or concerns they have. This results in care workers feeling motivated and valued by their colleagues and managers. They work well as a team and described a person-centred approach to their work, with care and support taking as long as necessary. They are able to rely on their colleagues with one saying they are part of "*a cracking team*".

Care workers speak highly of their managers and find them approachable and responsive. Interactions are friendly and supportive, showing the manager has good oversight of 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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Date Published 11/01/2023