



Inspection Report on

Canterbury House Residential Home Limited

**Canterbury House Residential Home
103 Priory Road
Milford Haven
SA73 2EA**

Date Inspection Completed

08/11/2022

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About Canterbury House Residential Home Limited

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Canterbury House Residential Home Limited
Registered places	13
Language of the service	English
Previous Care Inspectorate Wales inspection	30 January 2020
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 Canterbury House their home have their needs met by a small team of care workers who are motivated, with many having a lot of experience. Care workers know people well, and know what is important to them.

The atmosphere in the service is calm and friendly, with people enjoying a joke and some banter with the staff.

There is a programme of refurbishment and redecoration to improve the physical environment and some work has been completed.

The service is effectively managed with some robust quality monitoring processes in place. There has been some recent slippage in respect of time frames which are attributed to the recent pandemic and staff shortages, but the manager has a good knowledge of the service and quality remains a priority for them.

Well-being

People are safe and protected from harm. Access to and from the service is controlled by staff meaning they know who is in the property at all times. Care workers know their responsibilities in relation to safeguarding and are confident the manager would take any concerns seriously.

People's needs are met by workers who are motivated to provide good, person centred care. One relative described staff as "*amazing*" and another said "*everyone is really lovely*". Relatives are confident people are well cared for, with one saying "*X is very comfortable and well looked after*". Care workers are equally positive about their work. They feel valued and describe working as part of a good team.

The physical environment contributes to people's well-being. Some improvements have been made to the garden which has made the area more accessible, and will give people opportunities to spend time planting up the raised beds and spending time in the summer house. The ongoing programme of redecoration and refurbishment inside the service will continue to enhance the environment.

People can do some things that matter to them. Outside entertainers come into the service, and staff try, where possible to offer activities. We have asked the provider to consider additional ways to try and engage people, in particular, those living with dementia.

Maintaining safe staffing levels is a challenge, with some workers doing additional duties, and others working flexibly. Some workers feel they do not always have enough time to carry out their duties as effectively as they would like, but others feel they have enough staff on duty at all times. Despite this, workers feel valued and appreciated and the atmosphere in the service is friendly and relaxed.

Care and Support

People are cared for by staff who know them well. We saw some friendly banter between workers and those they care for, which demonstrates a rapport has been built up. Some care workers have worked in the service for a long time, and all feel they know people well. Care workers are able to recognise if a person is becoming unwell and know how to get specialist advice and input.

There is an understanding of the importance of good nutrition. There is a menu and most meals are cooked using fresh ingredients. There is very little reliance on processed food. One person said they do not always have a choice of meals, and would sometimes like a cooked breakfast. We discussed this with the staff who said this can be made, and they will remind people of the full choices available.

People's views about the food are mixed. One shook their head when asked if the food was nice, but others were complimentary. Care workers are wholly satisfied with the quality of food.

Records are maintained on an electronic system. Care plans are informative and up to date, but daily records are not always a complete record. We discussed this with the manager who is confident that needs are being met, but sometimes care workers either forget, or do not have the time, to complete the daily records. Care workers find the records helpful, and confirmed that sometimes they do not have the time to fully update them.

People's physical health needs are met. Care workers are able to recognise if a person's skin is at risk and the service has the equipment needed to reduce such risks. Professional advice is sought from the local district nurses and care workers confirm people are repositioned as necessary. Relatives consider people get "*very good care*".

There are some opportunities for people to do things that are important to them. Special events are celebrated and an entertainer visited the service recently. Some people told us they are sometimes bored and would like to spend more time away from the home. A relative told us that during a recent visit, people were enjoying some music. For one person, their relative considers the frequency of activities is enough.

Daily records do not provide evidence of people taking part in activities and this was discussed with the manager.

Environment

People live in a service which is suitable for their needs. Accommodation is provided over two floors and there is a stair lift for people whose mobility is restricted. Some bedrooms have been personalised and all have a wash basin. Bathrooms and toilets are situated on both the ground and the first floor.

There is some outside space which has been improved over the last year. The new path means people can safely access the garden room. Some raised beds have recently been built for people to use.

The front door to the property is locked and visitors are given access by a member of staff, so workers know who is in the service at all times. A visitor's book could provide additional security.

There is a programme of ongoing maintenance. The lounge has been redecorated and is comfortable and homely. The provider has identified that other parts of the home would benefit from some redecoration and repair. One of the bathrooms has been refurbished to a good standard, but just needs to be finished off. There is a lack of storage, meaning some equipment and supplies are currently being stored in bathrooms, meaning it is not easy to use these areas for their intended purpose.

The service is clean. Care workers are responsible for keeping the property clean and tidy. They are satisfied with the quality of cleaning products and have enough time to complete their cleaning duties. The home is free of any malodours.

The kitchen has been awarded the maximum rating of five by the Food Standards Agency. It is clean and well equipped.

There are some effective governance arrangements to make sure equipment and services are maintained and in good working order.

Records show fire safety checks are carried out, but these are not always done weekly as set out as the required timeframe.

The provider checks equipment and services as part of their routine quality monitoring.

Leadership and Management

There are some effective governance arrangements in place to monitor quality. The responsible individual (RI)/manager is present at the service on a very regular basis and carries out care work as well as cooking. They do carry out their regulatory duties largely in accordance with Regulations, but there has been some slippage in respect of time frames due to the pressure of work and need to prioritise covering shifts to maintain safety and quality.

Care workers are appointed following a mostly safe recruitment process. Disclosure and Barring Service (DBS) checks are done and references obtained. However, in two of the files we looked at, only one reference was available. We discussed this with the manager who is confident the references have been received and plans to upload all documents to be stored electronically to reduce the risk of documents not being readily available. Files are generally well organised, but they do contain information which is old and out of date.

Training is seen as a priority, and care workers feel they have the training they need to safely and effectively carry out their duties. Whilst most training is up to date, there are some gaps, and the RI/manager attributes this to the recent pandemic and lack of training opportunities.

Care workers can ask for any additional training and are confident that any such requests will be responded to positively. Some care workers have either completed, or are currently studying for NVQ/QCF qualifications, and care workers feel supported by the manager to undertake additional training.

Care workers feel valued and described some ways the manager shows their appreciation for their staff. They are able to raise ideas and concerns and are confident of receiving a timely and helpful response. Supervision is carried out, and this is done broadly in line with Regulations. Care workers get feedback on their work to help with their professional development.

Staff meetings also take place where care workers are encouraged to discuss any issues and where the manager can pass over relevant information.

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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