

# Inspection Report on

**Priory House Care Home** 

Priory House Milford Haven SA73 3UA

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

**Date Inspection Completed** 

30/03/2022



# **About Priory House Care Home**

Type of care provided	Care Home Service
	Adults Without Nursing
Registered Provider	Priory Project Ltd
Registered places	9
Language of the service	Both
Previous Care Inspectorate Wales inspection	2 <sup>nd</sup> February 2018
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

## **Summary**

People are happy living in Priory House. People told us, and staff confirmed, they have a good quality of life and positive relationships with care workers. A caring and committed staff team know people well and speak knowledgeably and fondly about them.

Care workers support people to do things that are important to them. The staff team focus on each person's individual needs and want to make a positive difference to people's lives. Good communication channels are evident throughout the service and there are systems in place to monitor the quality of care provided. Care workers feel well supported by the manager and attend regular training to remain up-to-date and to continue to meet people's needs effectively.

#### Well-being

People have control over their day-to-day lives and are treated with dignity and respect. There is a relaxed and calm atmosphere with people being supported by staff at their own pace. Care workers provide guidance and reassurance when needed, know people well and are able to communicate effectively with them. People are offered choices and access to advocacy is available if needed. Progress reviews are carried out and a comprehensive annual report is produced detailing how the individual has progressed throughout the year. Relatives and other professionals are actively involved in reviews and discussions to ensure changes made are in people's best interests. Care workers are considerate, their interactions are positive and people are treated in a dignified and respectful way.

People's physical and mental health and their emotional wellbeing needs are being met. Health is monitored and appointments and referrals are made as required. People are encouraged to take part in activities such as visiting local shops and cafes, attending supported employment opportunities and participating in sporting events and groups. These activities have been curtailed of necessity during the Covid-19 pandemic but are beginning to recommence. Activity planners are in place to provide routine and structure to people's days.

Information is recorded about what is important to people, who is important to them and how contact is to be maintained. Staff told us they feel very committed to the work they carry out at the home and enjoy making a positive difference to the people who live there. They told us that they feel well supported by the manager of the service and by the staff team as a whole. People are protected from abuse and neglect. There are policies and procedures in place to ensure peoples' safety. Staff receive training in safeguarding, know what they should do if they suspect abuse and feel able to raise any concerns they have with management. Risk assessments are in place which provide clear direction for staff to follow.

People live in accommodation which meets their needs and is well maintained and homely. Rooms we looked at were personalised with items that reflected people's individual likes and preferences. There are places for people to socialise and to spend quiet time if they wish. The environment is spacious, light and airy with no malodours throughout. There is an ongoing programme of refurbishment and maintenance which ensures that the environment is always in good order for the people who live in it. The large gardens are well maintained and offer people a safe opportunity to spend time outdoors, either to socialise or to spend quiet time.

#### **Care and Support**

People are provided with the quality of care and support they need through a service which consults with them and their representatives. Care workers know people well as evidenced through direct observation and discussion with people and with care workers. This helps to ensure that people receive the support they need in a way which they prefer. Care plans are in place for each person. These are detailed and informative, clearly written and include timescales and outcomes for people to achieve their aims. People are aware of their plans and when reviews are taking place. They are encouraged to contribute to reviews whenever possible. We saw records of appointments, referrals and visits by or to health professionals with specialist input provided where needed. Records indicated that communication with health and social care professionals is positive and pro-active with good relationships having been built up.

People's risks and specialist needs are clearly documented. Care plans and risk assessments provide clear, up to date, information about people's needs and the way in which they like to be supported and cared for. Information about specialist interventions, for example, advice given by the Speech and Language Therapist (SALT) is clearly recorded for staff to know what support to provide. Risk assessments are personalised to cover activities carried out by each person. Individual detailed risk assessments to keep people safe from Covid-19 have also been developed. The service promotes hygienic practices to manage the risk of infection. There are policies and procedure in place for infection control and for Covid-19. We saw staff wearing Personal Protective Equipment (PPE) and saw that plentiful supplies are available within the home. Care workers receive infection control training and spoke knowledgeably about how they keep people safe and minimise the potential spread of infection. Clear infection control policies and procedures are in place and are updated when required. Good practices are in place for people entering the home. We were asked for evidence of a negative lateral flow test and requested to complete a comprehensive check-in form around Covid-19 prior to entering the home.

There are effective systems in place to safeguard people. Records are kept of any incidents, accidents, concerns and safeguarding issues and of the actions taken. There are policies and procedures in place for care workers to follow to keep people and themselves safe. They are required to sign to evidence that they have read and understood these documents. Care workers receive training and are clear about the need to report any issues to management.

#### **Environment**

People are able to do things for themselves because the layout, design and facilities within the home promote independence and accessibility. Care and support is provided to people in a spacious and well maintained environment. Individual bedrooms are well furnished and comfortable. They are personalised and reflect the tastes and interests of the occupant. People feel a strong sense of belonging and ownership of their rooms and of the home in general. There are comfortable communal areas for people to spend time and relax in. People, care workers and the manager told us people are actively involved in making choices about how their home looks and helping with choosing furniture and furnishings. Environmental audits are completed and there is a maintenance plan in place for work to be done. We found all areas of the home to be well maintained and in good decorative condition. There is clear evidence of an ongoing schedule of refurbishment and redecoration. A new kitchen has been installed which offers people a well laid out, clean and bright area to assist in the preparation of meals if they wish to. New fire doors, in keeping with the domestic style of the home, were being installed at the time of the inspection.

Care workers told us that people living in the home are encouraged to keep it clean and tidy, especially with regard to their own rooms. People were keen to show us their rooms, demonstrating pride and satisfaction in keeping them clean and well ordered.

All confidential files, including care and staff files, are stored securely. Risks to health and safety are identified and mitigated. We saw that health and safety checks and measures are in place and are up to date and health and safety policies and procedure are in place. Personal Emergency Evacuation Plans (PEEP'S) are in place for each resident. People are cared for in safe, secure and well maintained surroundings and their right to privacy and confidentiality is respected.

#### **Leadership and Management**

There are governance arrangements in place for the smooth running of the service and to ensure people are receiving good quality care and support.

The service provides care workers who are suitably fit, skilled and knowledgeable and sufficient staff are in place to care for and support people. Care workers told us that they have enough time to spend with people and that they are not rushed. Care workers said they enjoy their work and that they gain great satisfaction from helping and supporting the people who live in Priory House. They spoke positively about the management support and of the staff team as a whole. We looked at staff rotas which consistently indicated that sufficient staff were on duty. 1:1 support for people who require it is clearly identified.

Care staff working at the home are safely recruited and trained. The personnel files we looked at showed that the required checks had been sought for care workers prior to their commencement of work. We saw evidence of inductions and training certificates were in place. In addition to training in mandatory areas care workers have received additional specialist training in order to ensure that they continue to meet the needs of the people living in the home, such as, Deprivation of Liberty Safeguards (DoLS), epilepsy and autism training, Positive Behaviour Support (PBS) and dementia awareness. Care workers told us they had received the training they need and if they request additional training this is provided whenever possible. Supervision records show some gaps in formal three monthly staff supervision. The manager has however started to address this and we saw that a number of care workers have participated in recent supervision sessions. All care workers spoken with said that they feel very well supported by the manager as she often works alongside them, providing informal supervision and support. Care workers told us that the manager is always available when needed and that they feel comfortable to approach her with any ideas or issues they might have.

Care workers told us that morale within the home is very good. Care workers feel supported by the manager, Responsible Individual (RI) and Board of Trustees. The manager in turn spoke very highly of the staff team, telling us of the efforts they had made in order to continue to keep people and each other safe during the Covid pandemic. Regular staff meetings take place in order to pass on guidance and information and to ensure that all care workers are consulted about and included in any changes to be made.

The RI visits the home regularly and produces a monthly report which indicates that she has spoken with people living in the home and noted any areas which might need improvement. People are consulted about the care they receive in the form of a questionnaire and by regular discussion. A quality of care report, as required by the Regulations, has not been produced and we were given assurance that this was in the process of consideration and development at the time of the inspection. We asked that a copy of this report be forwarded to CIW on completion.

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

## **Date Published** 05/05/2022