



Inspection Report on

Pentwyn House Nursing Home

**Pentwyn House Nursing
166 Marshfield Road
Marshfield
Cardiff
CF3 2TU**

Date Inspection Completed

06/12/2022

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About Pentwyn House Nursing Home

| | |
|--|---|
| Type of care provided | Care Home Service Adults With Nursing |
| Registered Provider | Pentwyn Care Ltd |
| Registered places | 43 |
| Language of the service | English |
| Previous Care Inspectorate Wales inspection | 21 February 2019 |
| 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

Pentwyn House is registered to provide care and support with nursing for up to 43 people. People living at the service feel safe and appreciate being supported by a care team that knows them well.

The environment is warm, homely and well maintained. The service benefits from a strong, inclusive management team who lead the staff in a supportive and encouraging way. The Responsible Individual (RI) is based at the home and has an effective oversight of the running of the home.

People's aspirations and care and support needs are clearly documented in their personal plans which are kept under regular review. Care and nursing staff refer to these plans to inform them on a daily basis how best to support each person. Accurate and detailed care notes are kept evidencing the support people receive.

Care and nursing staff are safely recruited to ensure they are suitable to work in this field. Staff are happy working at the home, they are well trained and receive regular supervision with their line manager.

Well-being

People have control over their day-to-day lives as much as possible. We saw people socialising with each other and engaging with care workers. People choose where to spend their time. We saw some people prefer to stay in their rooms, whilst many spend time in the communal areas.

The home welcomes visitors, we were told people are able to visit at times which suit them. People and their loved ones we spoke to were very complimentary about the home and care staff. One person told us *“The staff are lovely, very friendly, I am treated very well. The manager is really good, she always checks in to see how we are.”* Visiting family members told us *“We appreciate it is such a nice atmosphere here, the staff are very attentive. They are really focussed on supporting the person and keep us informed of how things are going.”*

The homes activities coordinators arrange group and one to one activities of people’s choices. We saw a sing-along with quiz and a Christmas pantomime performed by external performers. People were engaged in these activities and clearly enjoyed joining in.

People receive the support they need to maintain their health and well-being. The service completes a range of risk assessments and personal plans, which identify each person’s care and support needs and how these can best be met.

The service helps to protect people from abuse and neglect. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive outstanding care and support as and when they require it. We observed care workers to be attentive and supportive to people. The care needs and preferences of each person are clearly documented, and care staff access this information to inform their daily routines. Plans contain a detailed social history of each person so care staff can get to know them and their lives before coming to the home. Plans are regularly reviewed to ensure they are up to date and reflect people's current needs and aspirations. Accurate and detailed records are kept by care staff to evidence people are supported as described in their personal plans.

Referrals are made to health and social care professionals as and when required. People are registered with a local general practitioner (GP). Records are kept of all appointments and outcomes for review as required within the daily notes. People are supported to maintain a healthy weight and diets are reviewed when required. Drinks are readily available for people throughout the day.

People thoroughly enjoy their meal experience which is a pleasant, relaxed and social time of the day. We were told the quality and choice of meals is good; people are encouraged to be as independent as possible and supported when required.

Systems are in place for the safe management of medication within the service. Care staff provide support to people with their medication, which helps to maintain their health. Records we checked are mainly completed accurately, the manager assured us some gaps in temperature recording would be addressed.

Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance. Regular COVID-19 testing of staff is carried out. We were asked for evidence of a negative lateral flow test result and had our temperature taken before entering the home.

Environment

The home is maintained to a high standard and kept clean and tidy. The environment is light, bright and homely throughout. There are communal lounges on both floors, with a further conservatory and dining room on the ground floor. People's bedrooms are personalised to their own tastes, we saw people have their own soft toys, photos, ornaments and flowers in their rooms. Some rooms have en-suite facilities, while others share bathrooms. The communal bathrooms are well equipped and kept clean and tidy. The garden is laid to lawn with mature trees and a patio area with seating for people to sit out. The home keeps its own chickens in a coop in the garden. The manager told us about plans to open an outdoor salon which is currently being fitted out for this purpose.

People benefit from a secure environment; the front door is kept locked. We viewed the maintenance file and saw all serviceable equipment had been checked to ensure its safety. Regular checks of the fire alarms take place at the home and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support people to leave safely in the case of an emergency. The home has a five-star rating from the food standards agency which means that hygiene standards are very good.

Leadership and Management

People benefit from highly effective leadership and management. Systems and records are well organised throughout the home. We saw the management team interacting warmly with people throughout our inspection visit. Care workers told us the management team are very approachable and supportive. Staff also appreciate the encouragement they are given to learn and develop in their careers.

The statement of purpose accurately reflects the service provided. There are a sufficient number of care workers on duty to support people in a relaxed and unrushed manner. We viewed four weeks of staff rota's which reflects sufficient staff numbers are consistently deployed.

Care workers receive regular supervision with their line manager. This one-to-one support provides opportunity for staff members to discuss any concerns or training needs they may have and for their line manager to provide feedback on their work performance. Communication between the team is good and care workers enjoy their jobs.

Care staff are confident and skilled in their roles. They complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm. Personnel files are well organised and contain all of the required information.

The RI has undertaken regular quality assurance checks by visiting the home to talk to individuals and care staff and review documents. The RI completes detailed, thorough, and comprehensive audits of the quality of the support provided as well as the wider running of the home. The reports highlight where the home is performing well as well as areas for improvement and how these will be achieved.

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 |
| 27 | The RI failed to report an allegation of suspected abuse of a person living in the service. | Achieved |
| 12 | Information is not kept up to date | Achieved |
| 21 | Regulation 21(1) The registered person must ensure individuals are supported to fulfil their potential and do things that matter to them. | Achieved |
| 21 | Regulation 21(3) (b) The registered person must ensure good relationships between staff and individuals. | Achieved |
| | Regulation 16(1) The registered person must ensure personal plans are regularly reviewed. | Achieved |
| | Regulation 15(1) The registered person must ensure that personal plans contain sufficient information. | Achieved |
| | Regulation 25(2) (b) The service must ensure that personal information of service users is kept confidential. | Achieved |
| | Regulation 36(2) (c) The service must provide regular and timely supervision to staff. | Achieved |
| | Regulation 58(2) (a) The registered person must maintain a sufficient supply of medicines. | Achieved |
| | Regulation 34(1) (c) The registered person must ensure safe staffing. | Achieved |

Date Published 13/01/2023