



Inspection Report on

Waungron Mansion Residential Care Home

**Waungron Mansion
Whitland
SA34 0QX**

Date Inspection Completed

26/04/2022

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About Waungron Mansion Residential Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Joanne Bain
Registered places	15
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service provide the Welsh Language active offer?	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

Waungron Mansion Residential Care Home is a happy home. Care workers are enthusiastic, treat people with dignity and respect and say they feel well supported by senior staff. All employees attend training relevant to their roles and say it helps them to support people appropriately. The Responsible Individual (RI) also manages the home and regularly makes herself available to people, relatives and staff members. Prompt referrals are made to healthcare professionals where necessary.

People can choose where to spend their time, be it in their own rooms or with others in communal areas. During the pandemic, people have maintained contact with family members when they were not able to visit by the use of online video calls.

Well-being

Care workers listen to people's opinions about their care and support and are aware of the importance of each person's well-being. Keyworkers and other staff members regularly talk to people and/or their representatives to review any changes to their care and support needs.

People's personal plans contain a great deal of information about individual preferences, family and friends who are important to the person, together with a pen picture of their life. People also say they are invited to take part in reviewing their care plans. One person told us, *"I do join in when I can."*

The manager gives people a copy of the service user guide when they arrive; this provides details of the complaints process should they need to use it. People say they are confident to raise anything they want to discuss with the manager and feel confident they would listen to them if they did.

Care workers encourage people to make choices and decisions about how they spend their time: an activities coordinator organizes a range of activities every week. There is a varied menu, written on the wall for all to read, people say they like the food on offer each day, and add there are plenty of alternatives when they change their minds. One person said, *"The food? Oh yes, very nice. Always plenty of it too."* The kitchen staff team are well-organised and prepared for all individual menu requirements.

The manager is working towards the Active Offer of the Welsh language: this means being proactive in providing a service in Welsh without people having to ask for it - some people in the home are Welsh speakers and some staff members speak Welsh. We discussed with the manager about having the home's key service user guide translated into Welsh in the future.

The manager considers a range of information to ensure they can meet people's needs before admission to the home. This includes obtaining information from external healthcare professionals such as social workers, previous placements and hospital discharge documents. From this, senior staff develop care records to describe people's support arrangements and requirements, including clear risk assessments to maintain people's independence as much as possible. Care records are detailed, with some duplication of information: the manager is aware of this and is in the process of reducing their contents, to make it easier to locate the information they contain.

People receive support as described in their care plans. There is good sharing of communication within the team and senior staff make prompt referrals to healthcare professionals when necessary.

As there have been restrictions on activities and trips out during the pandemic, care workers adapted their support to meet Public Health Wales guidelines, with a range of indoor, individualised activities arranged throughout the period. There is also a large garden, with specific areas devoted to growing vegetables. This means people still do the things that make them happy. The staff team ensure they chat with people and regularly contact their relatives when they wish.

As far as possible, people are safe and protected from abuse. Care workers have been through the provider's rigorous recruitment process. All care workers can access policies and procedures to understand their responsibility to protect vulnerable people. They have regular safeguarding training updates. They told us senior staff members support them well and are always available for advice if necessary.

The home has detailed policies and procedures to manage the risk of infection. There are good hygiene practices throughout the home and care workers can refer to infection management policies when necessary. All measures are in constant use to ensure people are safe from Covid-19 infections, including the monitoring and testing of all visitors to the home and regular use of personal protective equipment (PPE) by all care workers.

Environment

Waungron Mansion Residential Care is a large building. It is warm and clean, and people say they feel comfortable and happy. Bedrooms are spacious and personalised to reflect

the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture. Facilities and equipment promote each person's independence as much as possible: the corridors throughout the premises help people with reduced mobility and accommodate the equipment people regularly use, such as hoists and standing aids. Externally, there is a large garden. A new greenhouse is being erected in the near future: people are very excited about this, and we were shown numerous photos of past growing successes with tomatoes and cucumbers. One person told us, "*We're building raised beds and will grow beautiful tomatoes this year.*"

The environment is safe. Fire exits are free of obstructions. All COSHH (Control of Substances Hazardous to Health) materials are stored correctly, in line with the COSHH Regulations 2002 and there are clear instructions displayed in the home on what to do in the event of a fire.

People are safe from unauthorised visitors entering the building, as all visitors have to ring the front doorbell before gaining entry. Care records, employee personnel records and Deprivation of Liberty Safeguards (DoLS) records are securely stored in a locked office and only available to care workers who are authorised to view them.

Leadership and Management

Overall, the RI has a clear vision of the support they provide, and a positive regard to each person in the home. The RI has developed a positive culture in the home, regularly meeting with the staff team and monitoring peoples' support. The RI has regular contact with peoples' family members and healthcare professionals involved in their care. People know

how to make a complaint if they need to and are confident the RI would listen to them if they did. People and their relatives may complete surveys to ask for their opinions on the quality of support they receive. Employees may discuss any issues they wish to raise in three-monthly confidential supervision meetings, although these have lapsed somewhat over the past two years, when infection control became more important. However, the RI is aware of this and is taking steps to rectify. The RI records the quality of the service offered to people in six-monthly quality reports but does not always record other, three-monthly visits – people tell us the RI talks to them, and we can see evidence the RI is looking at issues to improve people's lives, but this information is not being recorded. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. The home's safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff ensure all care records clearly state any risks to people's well-being and detailed risk management plans help to keep people safe and as independent as possible. Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.

The provider ensures there are knowledgeable and skilled care workers to provide the right support for people. Pre-employment checks take place before new employees start work: these include reference checks and Disclosure and Barring Service (DBS) checks. The staff induction programme links to individual learning outcomes. Care workers undertake training relevant to the people they support, but there is no easy means of evidencing all staff members are up to date. There is good staff retention, so they know people in the home well.

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
73	The RI meets all the requirements of this regulation but was unable to show me records to clearly evidence it.	New

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