



Inspection Report on

Melbourne House Care Home

**Melbourne House
22-24
Carmarthen Road
Llanelli
SA14 6SP**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

02/02/2024

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About Melbourne House Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Melbourne House Care Home limited
Registered places	23
Language of the service	Both
Previous Care Inspectorate Wales inspection	16/06/2022
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

People receive the care and support they need. Care workers have a good understanding of people's individual needs and choices. Care records provide a sense of the individual, involve the person and/or their representative but could be more person centred. People, relatives and a visiting professional praise the care workers and the management of the service.

The manager is well supported by the Responsible Individual (RI) and a senior carer. The RI visits the service regularly and uses these and a range of quality audit tools to ensure they have a good overview of the service.

Melbourne House offers people an environment which is welcoming and clean. Internal décor and furnishings are well maintained but communal bathrooms and signage could be improved to allow people a more enjoyable and homely bathing experience and to better orientate to communal facilities.

Well-being

People have their choices and views recognised. People personalise their bedrooms, choose their meal preferences and get up and retire when it suits them. The individual and /or their representative are involved in the planning and review of their care. Their views are actively sought by the managers during group and individual resident meetings, the RI during their Regulation 73 visits and through questionnaires used to inform the six-monthly Quality of Care reports. People converse and receive information in Welsh if this is their preferred language.

People are safe from the risk of harm and abuse. Care workers are knowledgeable, well trained and care about the individuals living in the service. They also have a good understanding of people's needs and how best to meet these. In the main, care records provide good information about the requirements and preferences of people. The service liaises with health and social care professionals to make sure people remain as healthy as possible.

People feel able to raise concerns about the service should they have the need to do so. There are good recruitment, supervision and training procedures in place to ensure staff have the right skills, knowledge and approach to care. Staff are clear on their responsibilities to protect people and are supported by regularly reviewed and updated policies.

In the main people are supported to achieve their well-being by the environment. However, the internal signage in some places could be improved to better assist people orientate to communal facilities.

Care and Support

People's individual needs and preferences are recognised and understood. Care workers are knowledgeable about people's personal histories, their care needs and daily preferences. Care records provide information about the individual, their daily routines and their care and support needs. However, the information can be more person centred in places. Health and medical professionals are involved in the care and support of people when required and this is well documented in care records. Accompanying risk assessments are also being regularly reviewed. There is good evidence of the person and/or their representatives being involved in their care planning and reviews.

People get up and retire when they choose, there is a range of meal options available which can be eaten in the communal dining room or in their bedroom. People told us after they had eaten their lunch, *"it was very tasty, I decided to have chips instead of mash today"*, *"It was a lovely meal, I really enjoyed"* and *"The food is very good here"*.

Care staff interact kindly with people. A number of staff speak to people in Welsh as this is their preferred language. Activities play a part in people's routines. Individuals are supported and encouraged to participate in a range of activities and events. Photographs of people participating in a range of activities and events are displayed in communal areas. There are good links with local primary school who visit regularly, one person told us *"it's a treat when the children visit, they are lovely"*. The RI also brought their puppy to visit the service on the day of the inspection. It was noticeable how people's spirits lifted by the visit with people smiling, chatting and petting the puppy *"she is adorable"* one person told us.

People told us they feel safe living in Melbourne House and are able to raise concerns if they need to. We were told, *"I have no complaints. I would speak to [manager] if I did have"* and *"I know I can speak to one of the carers or the manager if I need to"*. People have access to the service's complaints procedure.

A relative and a visiting professional spoke positively about the service telling us, *"I am very happy with the home the care is great. My relative greatly enjoys the food and speaks highly of the carers". I have no concerns, but I know I can speak to the staff or the manager if I need to". "I really enjoy coming here, it is one of the best homes in the area. Carers are very kind to residents; the residents look clean and well presented. The manager and seniors follow instructions well. We have good links with manager and RI"*.

Environment

The risks to people's health and safety are minimised. All visitors are required to sign in and out of the service. There are a range of maintenance checks and audits undertaken. Testing and servicing of firefighting, moving and handling equipment are completed within the required timescales. Personal Emergency Evacuation Plans (PEEPS) are individualised and readily available.

Communal areas and emergency exits are uncluttered and free from hazards. Control substances harmful to health (COSHH) are stored safely. Emergency alarms are accessible for people to use and are responded to in a timely manner. The service is clean with no malodours.

In the main people are supported to achieve their personal outcomes. Bedrooms and corridors are pleasantly decorated with pictures and artwork on display. However, additional thought should be given about the pictorial and bilingual signage being used and how these can better support people orientate to communal facilities which are available to them. The three communal living rooms offer people the choice of where to socialise with their friends and visitors, one person told us "*all the ladies in this room are my friends*".

Work has been undertaken to make the communal bathrooms more welcoming for people to use and enjoy their bathing experience. However, thought could be given how bathrooms can be further improved upon to make them look and feel more homely.

Bedrooms are personalised with items and furniture, pictures, and ornaments according to individual preferences. Bedroom doors have pictures and images which display the individual's hobbies, interests, employment and places they are from. These reflect the information held in the care records we read.

There is an ongoing programme of refurbishment and redecoration in progress. Communal garden space is limited at this time, however, there are plans to make a secure garden area to the rear of the property.

Leadership and Management

People can be assured there are good governance arrangements in place. The RI is in regular contact with the service and has undertaken Regulation 73 visits. CIW have received copies of the reports, which demonstrates they speak to people and staff as part of the visits to the service. Staff and people confirmed this with us. Further work is being undertaken by the RI to better encourage and capture feedback from staff. There are a range of monitoring tools and audits undertaken. Actions from the audits are acted upon and reviewed regularly and are included in a Continuous Improvement Action Plan.

There are appropriate recruitment and selection processes in place. The correct clearances and checks are undertaken and documented before staff commence employment.

Care workers receive regular documented supervision and an annual appraisal. The manager and RI are well respected by care workers who told us “[*Manager*] and [*RI*] are the best I have worked for, they are very approachable” and kind and “[*Manager*] and [*RI*] excellent, they are really helpful”.

People are cared for by knowledgeable, well trained and a supported staff team. Care workers know about the people they support, their care preferences and needs. Staff receive a range of training and this is corroborated by the training matrix and feedback from staff.

Care workers show a good understanding about their responsibility to protect the people living in the service and to report any concerns. Staff move and handle people safely, and their individual needs considered.

There are policies and procedures in place which are reviewed regularly. The Statement of Purpose reflects the service being provided and CIW are appropriately notified of incidents.

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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