



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

16/06/2022

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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	
Does this service provide the Welsh Language active offer?	Yes. 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 are very happy with the care and support they receive, a person who lives at the service told us *“I don't know where I'd be without them, they're wonderful”*. Care workers are guided by up-to-date plans. Staff know people well and we observed many warm and friendly interactions. A care worker told us *“The residents are characters and lively, which makes it fun”*

People enjoy spending time socialising in the different communal areas. Family members and staff work together to support people to remain active members of their local community.

Representatives are positive about the service and one told us *“We have been so lucky, she is safe and well cared for”*. People, their family members and staff value the Responsible Individual (RI) and the manager of the service and have trust and confidence in them.

Well-being

People speak positively about the service they receive. Personalised plans concentrate on individual's needs. The manager involves health and social care professionals to help people remain as healthy as possible. People are respected as individuals, and interactions with the staff team are warm and friendly. People live in a service that provides an 'Active Offer' of the Welsh language, which means they can communicate in Welsh or English as they choose. A representative told us, *"I can't fault the staff, the care or the food, they (family member) have been made so welcome, it's very reassuring they are so well supported"*

Recruitment and training ensures people get the right care and support, from skilled and knowledgeable care workers. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. People know how to make a complaint if needed and have confidence in the RI and manager.

The environment is welcoming and homely, there are many different communal areas for people to socialise in and to do things they enjoy. Bedrooms can be personalised by the individual. When completed the grounds will be more accessible for people to do things that help them remain as healthy as possible.

Governance processes focus on developing the service by using information from internal audits. The RI is involved in the day-to-day running of the home, people and staff talk to them about improving the quality of the service. This information is recorded in Regulation 73 visit reports and the six monthly Quality of Care Review.

Care and Support

People value the personalised care and support they receive. Interactions are friendly and caring, a person who lives in the service told us *“I can’t say anything bad at all, the staff are wonderful and so caring. If we need anything they are there and help us”*. Representatives of people are very positive about the service and one said, *“It’s excellent, can’t fault them at all, the staff know her and are so dedicated to their work”*. A care worker told us *“The care is fab, we are a team and nothings too much. We do the little things that matter and have the time to do things with people”*. The manager assesses a range of information from the person, their representatives and external professionals to ensure the service can meet people’s needs.

The service has person centred plans for how it provides care and support to individuals. The manager and key workers regularly review plans with people so they remain relevant. The manager intends to add more detail to records to show who is involved in reviews, and we will check them in the next inspection. Daily notes record the care and support completed and would be improved if they include detailed information from the perspective of the individual. There is good, documented evidence of health and social care professionals being involved with people. A visiting health and social care professional told us *“It’s a great home, with lovely staff and managers. The people I work with are always positive about the place”*

During the Pandemic people remained in contact with family and friends by using video and phone calls. People enjoy a variety of activities in the service and the local area. People choose where to spend their time, they can access any of the communal areas or spend time in their own rooms. A person who lives at the service told us *“We have a little group here from the same village and I know lots of them; its great”*.

The staff work well as a team and there are enough care workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individuals and preferences; they ensure they spend time with people.

The provider has policies and procedures to manage the risk of infection. There are good hygiene practices throughout, staff wear the correct PPE and follow the latest Public Health Wales guidance. A representative told us *“[manager] and [RI] kept everyone safe during COVID”*

Environment

The environment is comfortable and homely, the RI has updated the majority of the building with new flooring, furniture and décor. They have a clear plan for further improvements, including better access to the grounds and fresh decoration.

The manager ensures the service supports people in line with their individual needs and choices. People can use the different communal areas to socialise with each other or to have quiet time alone. People move around the service as they choose and appear comfortable and relaxed in the communal areas. Individual rooms are personalised by people with their own pictures, and furniture. A person who lives at the service told us *"It's a fabulous home"*. Family members are complimentary about the environment, and one told us *"The communal areas are fantastic, and their room is exactly what they need, they've [the service] changed the furniture around to suit them"*.

Maintenance issues are resolved promptly and the domestic team are dedicated to keeping the building clean and fresh. Regular Health and Safety audits of the property are completed. The service is compliant with Fire Regulations and testing of fire safety equipment is up to date.

Catering staff involve people when planning the menu and know individual's likes and dislikes well. Meal times are a social event and a person told us *"the food is excellent and all home cooked"*. When discussing the meals a family member said *"they make the effort to keep her hydrated and well fed"*.

Additional COVID-19 measures are in place. There are sanitation stations throughout the service and a strict testing procedure for all visitors.

Leadership and Management

People involved in the service describe a family orientated culture. The RI is involved in the day-to-day running of the service, they are accessible and know people and staff well. Representatives told us *“[RI] very good and she has such a good feel for the residents”* and *“[RI] and I always have a chat when I visit”*. Care workers value the support and one told us *“[RI] is easy to talk to, I can make suggestions about anything, and they will listen and give it a go”*. Arrangements are in place for monitoring and improving the service. The RI’s quarterly visit reports and the six-monthly Quality of Care Review use information from internal and external audits, and lists actions to improve the service.

Staff are positive about the leadership at the service, care workers told us *“The manager is fab, always there for support, she has a genuine open door policy”* and *“very good support, no matter what”*. The manager is hands-on and shares time between working directly with people and administration duties. People talk to the managers openly and have built up positive relationships with them. Representatives value the managers support and know how to raise concerns if needed, one told us *“I can talk to [manager] no problem and they keep us up to date with health issues or any changes and they sent us photos during covid”*.

Policies and procedures are up-to-date, and staff have a sufficient understanding of them. Staff receive regular supervision meetings and annual appraisals. A care worker told us *“I had a supervision recently; it’s a friendly chat and I can raise any issues if needed but I don’t have any”*. Workers demonstrate a good understanding around safeguarding and follow appropriate infection, prevention and control measures.

Pre-employment checks take place before new staff start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensures staff have the right skills and knowledge to meet people’s needs. A care worker told us *“[Manager] supported me throughout my induction, I did shadow shifts and online, and I’ve just started NVQ 2”*.

The manager ensures adequate numbers of experienced care staff work on shift to meet people’s needs. Care workers have built good relationships with people and have sufficient time to effectively support people’s health and well-being.

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

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